

# Case Study

## McElveen Automotive

### Implementing a Comprehensive IT Solution for Proactive Systems Management



#### RESULTS

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- + Tailored IT support model meets unique technical needs and budget
  - + 24/7 monitoring and service desk with proactive onsite support as needed
  - + Email solution that delivers reliability and flexibility
  - + Backup solution that enables quick recovery
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*"With IMS Solutions Group, we have peace of mind. We know our data is backed up, and we can function day-to-day without worrying."*

*"Many vehicle dealerships are in the same boat we were in before moving to a reliable MSP like IMS Solutions Group. They don't stop and think about what would happen tomorrow if they were to lose their data. It would be devastating to any business."*

- Natalie Hutt, Executive Assistant at McElveen

#### THE CLIENT

McElveen Automotive is a family owned and operated auto dealership serving the Charleston area. In business for over 45 years, the dealership is comprised of four locations and offers a friendly family atmosphere to its customers.

#### CHALLENGE

McElveen's paperless car buying process relies on reliable, secure and high performing technology to ensure a good experience for their customers. From inventory management to financing and payment processing, McElveen would not be able to function without access to their systems. After experiencing inconsistent email and system connectivity issues that impacted service to customers, they decided to search for a provider who could deliver a reliable, full-service IT solution that could handle the technology demands of their fast-growing business.

#### SOLUTION

McElveen chose IMS Solutions Group because they could deliver proactive systems management while other providers could not. IMS worked with the dealership to assess their challenges and fully understand their operations. With this knowledge, the engineering team laid out a plan that met McElveen's unique technical needs and provided a tailored IT support model bundling remote monitoring, service desk and onsite support to align with their budget. The solution includes 24x7 monitoring, maintenance and service desk support of their desktops, servers and network infrastructure. IMS also assists with IT strategy and implementation for McElveen's new locations.

For a more reliable email solution, McElveen's email was moved to IMS's hosted exchange environment which saved on hardware and licensing costs and provided more flexibility and functionality. The IMS team also resolved McElveen's underperforming wireless network and created a powerful guest Wi-Fi network for customers to enjoy. Finally, a tailored backup solution ensures the dealership's critical customer and financial data is safe and allows for quick recovery in the event of a disaster or hardware failure.

#### RESULTS

After making the switch to IMS Solutions Group, McElveen's call volume for email and server related issues was reduced from 15 calls per day to none. IMS' support alleviated the need for McElveen to hire additional headcount to handle their ongoing technical issues. Since enhancing the overall end-user experience, employee productivity has also increased.