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The Seven Keys to Increasing Profits,  
Reducing Costs, and Improving Customer  
Service with VoIP Phones

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# Introduction

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Over the last ten years dealerships have seen significant technology advancements. Ten years ago your customers couldn't look up vehicles inventories online, texting or finding your dealership with their GPS. Today your customers are doing all this while telling their friends about it on their social network. In order for your dealership to stay competitive it must adapt to the appropriate technology advancements so you can continue to capture market share.

One area that is often over looked, is most likely one of the most valuable communication assets...the phone system. Throughout this white paper we will introduce VoIP phone systems as well as share with you key integrations that are available specifically to dealerships that will help you increase profits, reduce costs, and improve customer service.

Voice over Internet Protocol (VoIP) technologies help dealers seamlessly connect phones with business management systems, customer databases, showroom floors, service departments, customers and prospects. By linking all of these elements, dealers can:

- Drive sales and increase profits
- Reduce phone costs
- Instantly see customer information when the phone rings
- Track ad campaigns automatically
- Reach employees anywhere on the dealership campus
- Automate day-to-day tasks, like appointment confirmations
- Receive emails and voicemails over one outlet

This white paper explores how VoIP-based phone solutions are transforming automotive retailing. It highlights the differences between and advantages of VoIP-based phone systems compared to traditional private branch exchange (PBX) systems. Most important, this white paper can help you determine the VoIP phone revolution can help your dealership by providing a list of questions to help you determine what type of solution will best support your business goals.

*"We really like the fact that when customers call who are already in our database, their information pops up on our screen immediately. Sometimes we know what they need and how we can help them before we even answer the phone."*

Dave MacGregor, IT Director  
Toyota of Escondido - Escondido, California

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# Get More from Your Phone than a Dial Tone

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There has been a quiet revolution underway in automotive retailing phone systems. Historically, dealers have used phones simply for making and taking calls. But today, many dealers have discovered that Voice over Internet Protocol (VoIP)-based phones deliver increased profitability, cost savings, flexibility, and improved customer service to the dealership.

New VoIP technologies like enterprise-wide integration can help dealers seamlessly connect business management systems, customer databases, showroom floors, service departments, customers, and prospects. Corporate leaders like Ford Motor Company, IBM, and Bank of America, as well as small businesses like pizza parlors, have learned the value of VoIP-based phone solutions. So why are so many dealerships hesitant to implement them?

The truth is that switching from a basic telephony structure to a VoIP system is no small undertaking; and it can be a bit scary to make a change to your most precious communication resource—your dealership phone system. To better understand why dealers are hesitant to take advantage of VoIP technology, let's start by looking at how basic telephony works.

## Basic Telephony: The Private Branch Exchange (PBX)

A PBX is a phone switch serving a business or organization usually located on the company's property, typically in the wiring or phone closet. The PBX provides basic phone services like internal calling and access to local and long distance public telephone networks. Typically, a PBX lets a company share a small number of outside lines among all employees. It is "private" in that the company owns it.

### Limitations Of Analog Technology

PBXs are built on a technology called circuit switching. Once a call is established in the PBX, the caller has exclusive use of a circuit, even if he or she is not speaking; think of this as one caller monopolizing the line. This technology does not let the system share resources and often ends up wasting bandwidth. With a PBX, voice and data typically run across separate networks within a business, thus creating multiple cable drops to each workstation.

Some common accessories PBXs offer include voicemail, overhead paging, limited voice response (such as entering an account number into a bank's phone system to check a balance), and automated call distribution.

*"We knew the value investing in technology to stay current and competitive in the marketplace, and we knew the value of integration. [VoIP technologies] would be an ideal solution to boost our productivity and provide us with a fully integrated phone system."*

Dominic Franchella &  
Michael LaPerch  
Owner and CFO  
Stamford Ford Lincoln  
Stamford, Connecticut

## Hard-Wired, Hard-To-Handle

In a traditional PBX, each telephone is hard-wired to a port on the phone system and each requires a dedicated cable and often, its own power source. Typically, dealerships cannot move, add, or change handset locations without the intervention of their PBX provider, which carries associated service costs.

### Phones: A Dealership's Lifeline

Voice over Internet Protocol (VoIP) technologies help dealerships harness a communication system that is currently unregulated, unmonitored and uncontrolled in most PBX environments.

Walk around a modern automotive dealership and you get a sense of how complex the business is. A successful dealer masters many disciplines: finance and insurance (F&I), service and parts, sales and marketing, managing customer and manufacturer relationships, selecting vendor partners, staying on top of legal and human resource issues, and more.

As Sam Walton said, "Retailing is about doing a hundred things one percent better, not one thing a hundred percent better." It's hard to argue with the business instincts of a man who created the world's largest retail organization by focusing on low prices and satisfied customers. When dealers think about their retail operations, they can easily find those hundred things – perhaps more.

The big questions are: Which things deserve attention? Which will impact the bottom line most significantly? Which matter now, and which can wait?

### Telephone-IT Convergence Transforms Dealerships

Automotive retailing is undergoing an historic transformation thanks to advances in information technology. In the late 1990s, some technology pundits predicted that the Internet would replace bricks-and-mortar dealerships. Through the early 2000s, social media and digital solutions were expected to dominate the "interaction" between consumers and dealers. Yet, instead of dying out, traditional dealers have incorporated IT into their operations to dramatically improve the buying and ownership experience for customers.

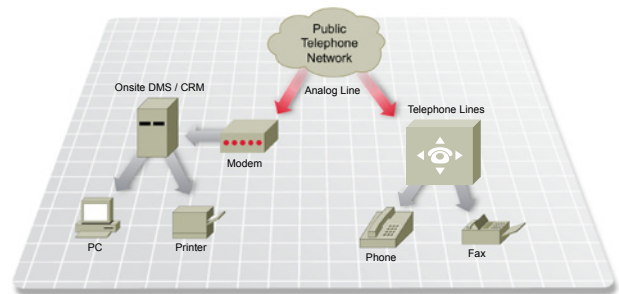
Specifically, most dealers conduct the vast majority of their business on the phone, one of the oldest and most reliable technologies. The phone has evolved, fundamentally changing the way dealerships handle transactions, from the mundane to the complex. For most dealerships, the phone is the lifeline of operations, the most valuable asset for driving revenue and profits. Most dealers, however, give little thought to what phones do and more importantly, to what they could be doing.

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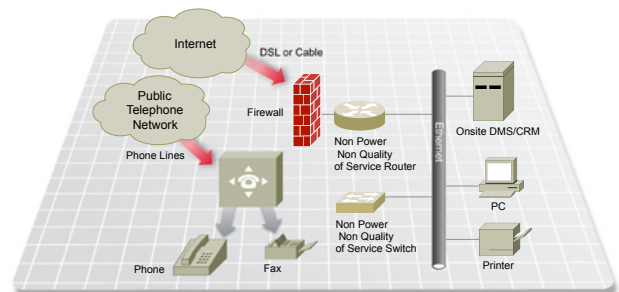
VoIP: Voice over Internet Protocol, often pronounced "voip." VoIP is basically a telephone connection in which voice is transmitted in the form of digital Internet Protocol packets instead of analog waves

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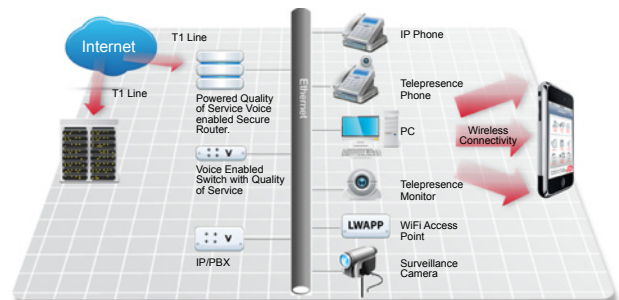
### 1990's Network



### 2000 Network



### Today's Network



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# Advances in Telephone Technology

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A decade ago, Cisco Corporation pioneered a new technology called VoIP. Although VoIP uses the word “Internet” in its name, the system does not use the Internet to connect or transfer calls. Instead, Internet Protocol (IP) refers to a formatting standard that underlies the Internet.

## Advantages of Convergence

VoIP solutions work differently – and more effectively. The building block of VoIP technology is the ability to run voice, data, and video traffic across a single network, a practice often known as convergence. For most businesses, this convergence occurs at the PC. Some VoIP solutions can connect voice traffic with data applications to perform tasks normally handled by your employees. And to further enhance the functionality, both hard-wired and wireless technologies can use this infrastructure.

Even though VoIP has existed for ten years, it may appear new to many dealers. Many PBX systems have performed acceptably since VoIP’s emergence, which has kept many dealers out of the phone market for that long.

## Why Consider Enhancing Phone Capabilities?

Eighty-six percent of clients and prospects call their dealerships first for:

- Directions
- Hours of operation
- Vehicle and parts availability
- Promotions
- Appointment scheduling
- Service updates
- Parts special order status updates

Clearly, phones are one of a dealer’s most-used day-to-day technologies. But are your phones helping you satisfy customers and grow your business? Or are they holding you back?

When deciding whether or not to invest in new telephone capabilities, dealers should consider the following “big picture” categories.



### Lower Operating Costs

VoIP-based phone systems reduce operating costs by leveraging a single platform to support many telephones through a Local Area Network (LAN) or Wide Area Network (WAN) connection. For instance, suppose one business group owns two dealerships: one in Cincinnati, Ohio and the other in Palm Beach, Florida, both of which are on one network. With a VoIP-based system, each dealership’s phones can be part of the same “community.” Calls between these two locations appear local. Employees can easily transfer calls from one desk (and dealership) to another using only phone extensions. Because all in-network calls are local and ride from location to location on the dealership’s LAN/WAN, the dealers can drastically cut both in-state local and long-distance calling, typically the highest costs of a traditional phone system.

*“We have a four-digit dial among our entire group so we can bypass long distance charges. Because we’re in four states, this is key for us.”*

John Steffy, IT Director  
Findlay Automotive Group  
Henderson, Nevada

### *Making Long-Distance Local*

Furthermore, a dealer can establish a single reception desk to handle all in-bound calls and receptionists can quickly and easily see which location the customer is calling and can respond with the proper greeting for that store, department or even the call's intended receiver. VoIP-based phone systems also have built-in intelligence that enables a call leaving the dealer's network to "hop out" of the WAN at a designated Point-Of-Presence (PoP) (like an off-ramp for long-distance calls) thus minimizing the toll charges. For example, if a salesperson in the Cincinnati store wishes to speak to a customer that winters in Florida, instead of paying for a call from Ohio to Florida, the call would ride the internal network to the Florida store and would access the public network from within Florida, thus reducing the overall fees for that call.

VoIP systems can also support PCs and phones on a single cable, which can greatly reduce a dealer's costs when moving or adding devices to the network. In short, dealers using VoIP-based phone systems typically reduce calling expenses significantly when they have multiple locations' calls riding their internal network (LAN/WAN) versus riding public phone networks.

### **Operating in a Mobile Society**

Many of today's dealership employees work 24/7 in a remote or roving fashion. One minute service writers greet customers at their vehicles, and the next they speak with technicians in a service bay to obtain the latest update on a vehicle repair. Sales people scour the lot, looking for the perfect vehicle to meet a prospective customer's needs. And the general manager moves from department to department answering questions from team members and overseeing daily activities. Historically these individuals' phones have been tied to the wiring at their desks, and thus, they often miss key calls. Customers expect prompt attention and will soon call a competing dealer if their questions or concerns are not addressed promptly—a concern that's readily met with VoIP-based phone systems.

### *Reaching People who are On-The-Go*

Simultaneous ring is a feature available only with VoIP-based phone systems. With simultaneous ring, mobile users can have their desk phones and cell phones both ring when an incoming call is received. This approach is different from call forwarding as it allows both phones (the desktop handset and cell phone) to be used interchangeably. This means if a call is taken at the desktop and the employee needs to walk

out onto the lot to check on an inventory unit, it's easy to park the call and pick it back up from the cell phone. Likewise, if a Service advisor takes a call on the cell phone but needs to look up some critical information at the desk, it's just as easy to switch the call to the desk phone.

In addition, if a client opts to leave a voicemail message if a call goes unanswered, the message always reverts back to the dealership provided mailbox, never the user's cell phone voicemail. This offering



Some phone companies do use the Internet as their backbone for handling calls – the most notable is Vonage. These Internet-based phone solutions typically offer substantially lower fees and are most often targeted for consumer use. This type of system is not recommended for commercial use due to limited monitoring, no bandwidth guarantees, and no commitments to overall quality of service.

*"We're not sitting at our desks all day. We're working with customers, walking the floor or on the lot. Now, there's no reason for us to miss calls anymore. We really like that, and it's very easy to set up."*

Terry Maddison, Controller  
Jack Carter Chevrolet  
Cadillac Buick GMC  
Calgary, Alberta, Canada

allows dealerships to give out only business line phone numbers to customers, securing the communications through the corporate-provided tools, rather than calls going directly to an associate's direct, perhaps private, cell phone. Simultaneous ring means dealership employees have the opportunity to receive calls 100% of the time.

### **Integrating Voice Calls with Software Increases Mobility**

Voicemail is a fact of life for busy professionals. Callers understand that they may not reach their intended party, but they expect to leave a detailed message, not just a name and number. A quality VoIP-based phone system will supply all the features expected from a modern voicemail system. In addition, it will simplify the process of keeping up with calls, voicemail, and email through a unified messaging solution available on each user's phone.

With unified messaging, not only can employees retrieve voicemail messages from any handset location, they can also retrieve emails via phone. The VoIP-based system "reads" emails by using a technology called Text-to-Speech.

### **Office Mobility**

With a VoIP solution, employees who tend to move from desktop to desktop – or even facility to facility – can take their phone calls with them because their extension numbers are not hard-coded to handsets. Thus, when employees use a phone, they can log into the phone with their extension number, ID, and password, like they would to a PC. Instantaneously, the phone will recognize employees and allow them to receive calls intended for their extensions, retrieve their voicemail, and perform all the tasks they would do at their normal desks. This setup also lets team members move, add, or change (MAC) phone locations with no outside involvement.

*"Employees move from site to site fairly often with us, and with [the VoIP phone], it's a completely simple process. Employees can just pick up their phones and move them to another location. Their extensions follow and we don't have to do anything. In fact, the ease of configuration is light years ahead of the old PBX systems."*

John Steffy, IT Director  
Findlay Automotive Group - Henderson, Nevada

### **Capturing Call Information to Improve Customer Relations**

*"We really like the extension dialing between the stores. We have a Honda store that often gets calls from people looking for motorcycles, and we can simply transfer those calls to the motorcycle store. We also use the phone directory, which is accessible on the phone, all the time to look up people's numbers without having to find some paper phone directory."*

Greg Miller, IT Director  
Bob Lanphere Auto Group - Beaverton, Oregon

VoIP-based phone systems allow today's dealerships to:

- Manage more calls, more effectively
- Get call volume information at a glance
- Track call flow
- Track ad campaigns

Each of these benefits combines to help the dealership improve its relationship with customers.

#### **Managing More Calls, More Effectively**

VoIP can also help dealers manage high call volumes efficiently during peak periods. Call management is an important attribute of the VoIP-based phone system. Although the vast percentage of people who visit a dealership first make contact via phone, every dealer knows that some calls go unanswered, and that other customers hang up prior to speaking with a store representative. In addition, some portion of received phone calls are mishandled, improperly directed, or ignored due to improper staffing during peak calling periods.

Call management is a process of collecting and managing information about the calls coming into and going out of a dealership. Typically, call management systems are optional



and will include: tracking calls generated by advertising, collecting information about calls (caller ID, name, address, etc.), analyzing and reporting on call data, and even recording calls. Call management information should be web-based, which eliminates the need to load software on local PCs. In addition, no special hardware should be required to operate or access the information.

### Tracking Call Flow

Typical implementation of call management will include some type of manager dashboard. This dashboard will provide key statistics and charts to help a dealer better manage the phone system. Dashboard views will typically show information such as total call volumes, average call times, and missed calls. Details for each call are stored so

dealers can recontact missed calls, analyze calls taken, and produce reports to better align business operations and even train employees. Typically, detailed comparisons can be run at the individual user level to identify different approaches and results by employee or department. Color-coded graphics showing call volume by increment (e.g., per hour) can easily pinpoint missed opportunities.

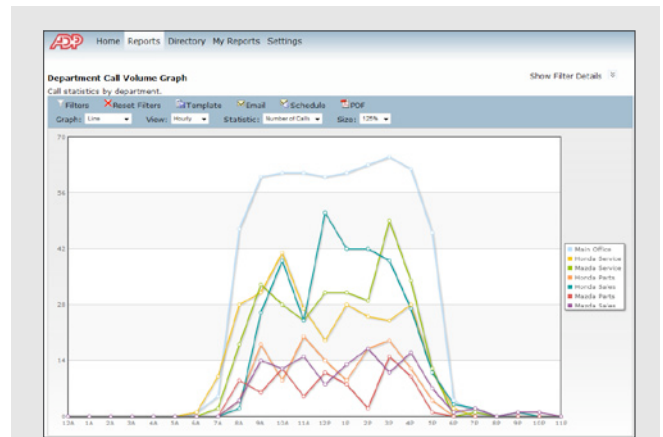
*“To be able to go on the website and see any phone traffic in and out of the dealership is pretty neat. We can check how many times a specific number is calling, how long the phone calls last, and any calls we are missing.”*

Phillip Howard, Vice President  
H & H Freightliner  
Fayetteville, North Carolina

specified period of time. The system can measure the campaign’s effectiveness in terms of cost per call. They can also typically show who took each call and the caller’s number.

When dealers correlate ad tracking data with customer relationship management (CRM) data, they can get a true picture of the return on investment of each campaign and which tactics produced the greatest results. Once dealers know the call volumes and effects of special sales campaigns and promotions, it becomes easy to adjust staffing levels for receptionists.

Many systems will also include an optional call-recording feature, which is extremely useful in training and compliance. Retrieving messages is as easy as finding and playing the recorded call. Calls are typically stored on the in-store or hosted server and retained for a set period of time designated by the dealership system administrator.

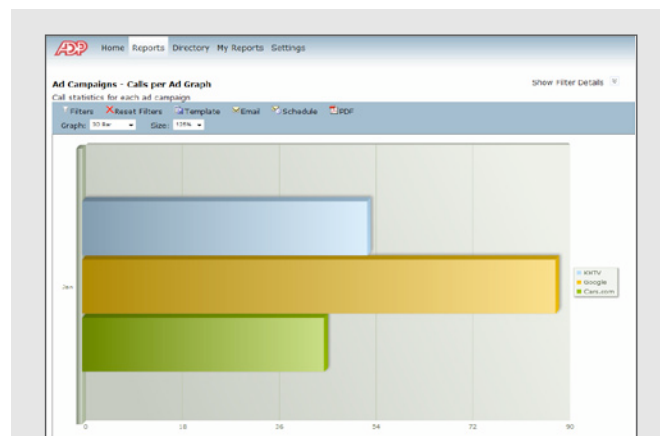


### At-a-Glance Call Volume Information

Software can provide a snapshot of a dealer’s entire call volume by location, department, or even individual users. By pairing this information with hours of the day, dealers can easily see if they are properly staffed to support the communications flow.

### Tracking Ad Campaigns Efficiently

Ad campaign tracking, another feature of call management, lets dealers analyze each ad campaign they run. By using different phone numbers for different campaigns, the system will track all in-bound calls related to that campaign for a



### Track Ad Campaigns with One Click

Every time you run an ad campaign, you can assign each one a different number (either local Direct Inward Dial – DID, or Toll Free). Then, as customers call, you can track the number of calls that campaign generates and compare the effectiveness of each campaign with regard to driving consumer engagement.

If a dealership elects to implement call recording, the system should be designed to automatically tie all the “legs” of a call together into an easy retrieval or indexing scenario, allowing dealership personnel to review the entire call process—regardless of how many times the caller might have been transferred to various employees in the dealership. This understanding has proven to be critical in enhancing the total consumer experience and for internal training purposes.

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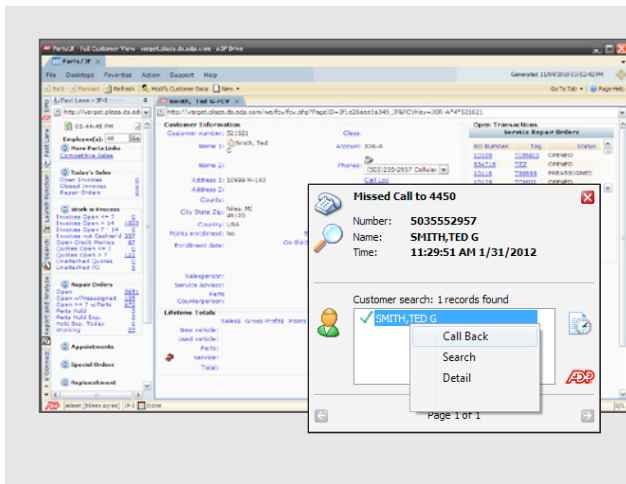
## Turbo-Charging the Value of VoIP Phones with Dealer Management System (DMS) Integration

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One of the most important advances in IP telephony is the ability to convert voice to an application. Although this concept sounds complicated, it is very easy to understand. When an individual’s voice commands and caller ID-type information are integrated with software applications, dealers can obtain fantastic levels of service while significantly increasing their ability to sell.

### All of a Customer’s Data, All On One Screen

Integration of voice and data can come in varying levels and support various business processes. One type of integration is often referred to as call-telephony integration (CTI). CTI takes information that accompanies in-bound calls and pairs it with data from a dealer management system to add value when servicing and routing the call. For example, when an incoming call comes through a VoIP-based phone system, the data is immediately passed to the dealer management system and a small window or “screen-pop” appears on the desktop of the person receiving the call. The screen pop can include the number of the caller, the name of the caller, the vehicle or vehicles associated with the caller and any open business transactions, such as service repair orders, special order part tickets, appointments, or even vehicle sales that are in process.



### See Customer Data Before Answering

Call-telephony integration (CTI) enables service representatives to see both customer profiles and vehicle histories as soon as the phone rings. This integration allows associates to answer calls with full customer information at hand, helping improve customer satisfaction.

## Address Customer Needs from “Hello”

By presenting customer information in a screen pop, receptionists can greet customers by name and can customize the talk track, for example, to inquire about the customer’s Toyota Camry that’s in for service. All too often, dealers are caught off-guard because they cannot quickly recognize callers and their most likely reason for calling. A local pizza parlor can greet customers by name and confirm their address and last purchase, all based on a \$12 transaction. Most dealers’ customers will easily spend \$100,000 or more over their lifetime on automotive needs. Yet many dealers find it difficult to even recognize if a caller is an existing client.

## Click-to-Call

Once the phone system is integrated with the DMS and CRM, a dealer can also take advantage of efficient features such as click-to-call, which allows users to select a phone number on the screen of their DMS or CRM and dial it with a click of the mouse. Click-to-call dialing improves productivity by eliminating the time spent looking for phone numbers.

## Expanding the Value of Integration

The highest level of integration is achieved when the VoIP phone system and the DMS work together to automate mundane yet critical business tasks.

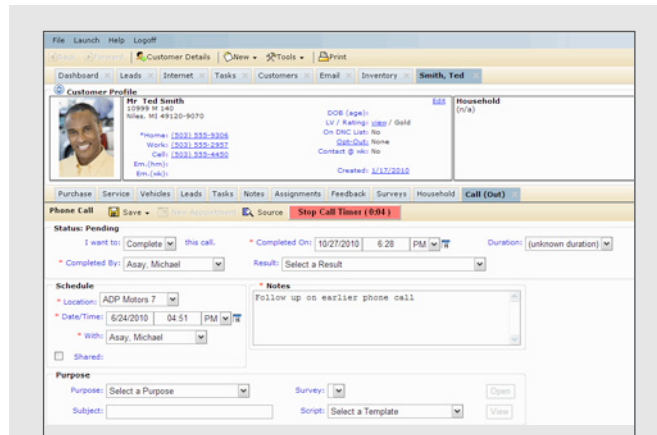
### Appointment Reminders

For example, most dealers have a policy that all appointments are called and confirmed 24 hours in advance. And yet no-shows are a continuous problem for many dealers; the average dealership records 25 no-shows per week. Often, team members get busy and simply do not make reminder calls, which is a prime contributor to lost revenue.

Through integration of the phone and software solutions, dealerships can automatically call each customer with a scheduled appointment within 24 hours. Customers get a pre-recorded message reminding them of their appointments. In addition, if the call is answered live, the call recipient can confirm the appointment time or speak to one of the dealership’s service team members to re-schedule.

*“Now I know which ad sources are working best for us so I can be sure we’re spending our advertising dollars correctly. And, when calls do come in, it’s really simple to log leads into ADP CRM right from the phone itself.”*

Louis Gaver, Vice President  
Sutherland Chevrolet  
Nicholasville, Kentucky



### Capture New Customer Data

With a VoIP system, dealers can link CRM databases with their phones, so associates can instantly capture and confirm the correct spelling, postal address and a 10-digit phone number. If the caller is a new prospect to the dealership, a single mouse clicks captures and logs the lead into the CRM system for proper tracking and follow-up.

*"[This] phone makes you money. In today's dealer world, you have to have everything running on eight cylinders to make money. Time is money. [We can] automatically remind customers to come in and get work done."*

Ron Katz, Operations Director  
Cabrera Auto - Arecibo, Puerto Rico

## Special-Order-Parts Notification

Dealers can similarly approach special-order parts arrivals. Upon logging receipt of the part in the DMS, the DMS can immediately contact customers to notify them with a pre-recorded message. If customers are reached live, they can receive options like, "Press 1 to speak to the Parts Department. Press 2 to speak to your Service Advisor to schedule an appointment. Or Press 3 to confirm receipt of this message." The list of integration points will certainly grow; lease pull-ahead announcements and lease/

finance contract expiration notices are natural scenarios for automated calling.

Although these types of tasks seem mundane, every dealer knows the cost of missed service appointments and returning special-order parts that are never picked up.

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## What You Need to Know Before Changing Phone Systems

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Investing in a VoIP phone system is no small undertaking, but it's an investment that many dealerships are happy to have made. There are two basic types of VoIP systems available, each with its own benefits and considerations: onsite and hosted solutions.

### OnSite VoIP Solutions

Because VoIP-based phones are based on server technology, the technology can be located in the dealership. The server is typically a name-brand offering, such as Dell or IBM, that runs specialized software to support your communication needs. The server is initially sized to support the business's operations and should be upgradeable to handle growth in user numbers, call volume, and new software features as they're needed or become available.

### Hosted VoIP solutions

In addition to on-site, server-based solutions, hosted VoIP phone systems have become especially popular for clients who don't wish to manage their own systems and wish to get off the technology treadmill of purchasing and upgrading.



Hosted VoIP is typically sold on a pure, per-seat pricing model and includes all of the hardware (such as handsets) and software required to deliver world-class phone service to a dealership. A hosted implementation will allow dealers to avoid periodic upgrade decisions and to have a single point of accountability for all of their phone system requirements.

*"We decided to let ADP manage our hardware and software updates, upgrades, and uptimes—all on their watch with ASP Managed Services. We transferred our DMS [dealer management system] to the ASP platform, too. The cloud has proven to be a good move for us"*

Mike Lyttle, Partner  
Tom's Ford of Keyport - Keyport, New Jersey

Over the past five years, the industry has seen a dramatic shift of dealers moving from in-store server based solutions to hosted “cloud computing” offerings. One of the major reasons for this shift is the dealers’ ability to eliminate the ongoing capital investments in dealership technologies, such as purchasing and upgrading onsite servers, in favor of predictable, low-cost payments that function in the same way as a lease—all without sacrificing voice call quality or data security.

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## Conclusion: VoIP-based Phone Systems Make Sound Business Sense

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VoIP-based phones deliver significant value to a dealership’s operations, no matter the size or location. Dealerships that take advantage of this technology are better able to harness a communication system that is currently unregulated, unmonitored, and uncontrolled in most environments. VoIP-based telephony also enhances customer relationships by giving dealers the tools they need to turn shoppers into buyers and one-time buyers into repeat customers.

# How To Evaluate VoIP-based Phone Solutions: The Seven Keys to Increasing Profits, Reducing Costs, and Improving Customer Service

If you are considering an upgrade or replacement of your current phone technology, you owe it to yourself to investigate the benefits of a VoIP-based phone solution. Following is a brief list of questions that you should ask your vendor(s) during your due diligence process. Score each of their answers on the provided scale. Then, add their answers and compare it to the chart at the bottom. Use the answers in evaluating vendors so you can make the right decision for your business needs, both today and in the future.



Rating Guide		
Exceeds Expectations	Meets Expectations	Below Expectations
●	◐	○

	Vendor 1	Vendor 2	Vendor 3
<b>1. Cost and Value</b>			
How much cost savings can I realistically expect with an VoIP-based phone system over what I am using currently?	○	○	○
Are there add-on costs that I'll see after the contract begins?	○	○	○
What is included in the cost of the per-seat user fee? Is everything I need á la carte, or is it bundled in a way that makes sense for the most important features and functions that I need to run my business?	○	○	○
<b>2. Reliability</b>			
What type of up-time can I expect with the VoIP-based phone system? How does this compare to what I am using today?	○	○	○
Are my system and data somehow backed-up? If back-up is provided, are there additional charges for this service?	○	○	○
What happens to my business if my phone systems go down in the event of a major hardware or electricity outage at my dealership?	○	○	○
If I purchase a hosted VoIP solution, what steps are in place to ensure its reliability?	○	○	○
<b>3. Trust</b>			
Who, besides authorized dealer personnel, would have access to my systems and the voice/data travelling across the system?	○	○	○
Who owns the equipment installed within my dealership? If I terminate my contract, what happens to the equipment?	○	○	○
<b>4. Technical Skills and Support</b>			
What technical skills does the phone system provider have to support my business?	○	○	○
What steps are taken to monitor the health of the system? How would I be notified if there were system issues or concerns?	○	○	○
Can my team members move, add, or change (MAC) the locations of hand-sets? Are there any associated costs with performing MACs?	○	○	○

How often is the system software updated? Should I expect additional charges when this happens?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How will upgrades to the infrastructure and general system maintenance affect my business?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Describe your customer support capabilities and the hours of operation of your monitoring and support services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>5. Security</b>			
If I use a hosted VoIP solution, can a third party sabotage operations or hijack voice and data transmissions from the hosting site?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are there restrictions to accessing my network? How do I keep terminated employees from accessing voicemail and other features of the system remotely?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do I need to do to redirect phone traffic if an employee is terminated?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What disaster recovery plans are in place, especially if I am using a hosted VoIP solution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>6. Ability to Customize Solutions or Services</b>			
What is the waiting period to move, add or change handsets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much time does it take to add a new user to the system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What contract terms are available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I add new users or handsets, what, if any, fees are associated with changes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What optional products or services does the company provide beyond the basic offerings?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can the provider integrate voice applications with the dealer management system applications? If so, are there additional charges to do so?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>7. Financial Viability and Reputation</b>			
What is the VoIP-based phone system provider's history?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long has it operated in the phone business? In the automotive retailing business?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How many clients does it have in the automotive retailing market?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the provider have the financial wherewithal to support your business?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## About ADP

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Since its inception in 1973, ADP Dealer Services has grown to provide integrated business and technology solutions to nearly 29,000 automotive, truck, motorcycle, agricultural, heavy equipment, marine, and recreational vehicle dealers. We currently serve more than 95 countries worldwide.

Through close collaboration and local market expertise, ADP is dedicated to helping dealers and manufacturers drive measurable results across the business with innovative, user-focused solutions.

We are a subsidiary of Automatic Data Processing, Inc. (NASDAQ:ADP), one of the world's largest providers of business solutions.