

Automotive Industry Solutions



At a Glance

- A leader in communications technology and innovation
- A strategic, trusted partner with market strength, global stability and automotive industry expertise
- Innovative automotive industry solutions to fit any dealer's unique requirements and improve Customer Satisfaction Index (CSI)
 - VoIP and traditional telephony solutions
 - Unified communication solutions to improve productivity and customer engagement
 - Mobility solutions to communicate anywhere, anytime
 - Call handling/routing solutions to enhance customer service
 - Networking solutions to connect multiple dealership locations

Overview

In today's highly competitive business environment, effective and reliable communications are critical to the success of your business - communications facilitate rapid decision-making, increase employee productivity and improve customer responsiveness. Implementing the latest Voice over Internet Protocol (VoIP) technology and comprehensive unified communication (UC) desktop solutions, is key to your dealership's survival and growth in today's marketplace.

With over 100 years of building powerful communication and technology

solutions, NEC leverages its strengths to bring the automotive industry VoIP communication solutions that can be easily customized to fit every dealership's unique requirements. Whether premises-based or in the cloud, from basic telephony to the latest advanced, productivity-enhancing UC solutions, NEC offers dealerships of all sizes innovative automotive solutions to help them become more efficient, responsive and productive – resulting in overall customer satisfaction index improvement.

Solutions

Customer Engagement

When a prospective or existing customer calls your dealership or walks into your showroom, you want to make the best possible impression. With the right communication tools, the calls that your dealership receives can be quickly routed to the person or department that they need to reach and the people that come into the showroom can promptly be connected to the person that they are trying to see.

- Call handling solutions intelligently route calls to the appropriate department or person, ensuring the customer is quickly connected.

- Presence capability allows a receptionist to see who is available to assist the customer immediately or see the status of the person that the customer has come in to meet with.
- Mobility solutions enable personnel to be available to assist customers from any location.
- Instant messaging offers a way to quickly communicate with colleagues and customers.
- Unified messaging ensures that messages from customers are responded to in an expedient manner.

Customer Service

Your service department is an excellent source for revenue and it's critical that you have the right communication tools to assist you in taking care of your customers. Customer satisfaction depends on your customers and service personnel to be able quickly and efficiently communicate.

- Appointment reminders reduce missed appointments and last-minute cancellations which results in increased revenue
- Messaging applications enable the marketing and promotion of new vehicles and services to existing and prospective customers
- Call handling solutions ensure customers are quickly connected to the person that they need to speak with.
- Mobility solutions enable personnel to always be reached whether they are at their desk or in a service bay checking on the status of a vehicle.
- Presence allows a receptionist to keep track of which service person is available to immediately handle a customer's call.

Staff Productivity

Whether you work out on the show floor or in the office, efficient communications are critical to maintaining high-quality customer services as well as achieving overall success. NEC's Staff Productivity solutions provide your workforce with the ability to efficiently communicate and automate routine management tasks, thereby improving your dealerships' responsiveness to customers' needs.

- Desktop clients enable management and operation of a desktop telephone from a PC with just a few clicks of a mouse allows for easy speed dialing, call management, contact lookup, and seamless CRM integration.
- Presence feature lets personnel check the availability of the people they wish to reach before placing calls.
- Instant messaging allows co-workers to easily communicate in real-time and to receive an immediate receipt of acknowledgement or reply.
- Unified messaging (all faxes, e-mails and voice messages in one in-box accessible from anywhere) streamlines communications and enhances staff productivity.
- Fully integrated directory system provides real-time customer information to receptionists and other personnel, enabling them to deliver enhanced, personalized services.
- Intuitive, modularly-designed telephones that can be tailored to each individual role to improve productivity.

Staff Mobility

Today, collaboration is the key to business success, and staying in touch is the key to collaboration. NEC's Staff Mobility solutions provide reliable, secure and effective mobile communications to ensure that customers receive the finest service possible.

- On-property mobility devices allow staff to collaborate more efficiently and provide customers with improved service.
- Wireless phones provide staff members access to desktop phone features from anywhere on the property while away from their desks.
- Dual-mode enabled Smartphones give staff single-number reachability and seamless roaming between Wi-Fi and cellular networks, on and off multiple properties.
- Productivity-enhancing applications that allow staff to easily communicate by accessing the presence-enabled directories, contact groups and communications history from desktop PCs, mobile or desk phones.

Property Safety and Security

During a crisis or emergency, reliable, efficient communications are critical—and seconds count! NEC's Property Safety and Security solutions provide the right communications tools to protect customers and staff during emergencies.

- 911 applications minimize response times and maximize first-responder effectiveness.
- Emergency communication applications broadcast messages via telephones, wireless devices and email to keep staff informed and customers as safe as possible as events unfold.
- Emergency conferencing allows first responders and dealership managers to easily and quickly collaborate as emergencies are on-going.

Network Management and Security

NEC's Network Management and Security solutions maximize network availability through expert planning, design, implementation, maintenance and support services. Skilled, highly experienced NEC professionals will do it right the first time, no matter how complex the challenge.

- Monitoring of server applications, network devices and IP voice quality proactively addresses issues as they emerge, ensuring business continuity and reducing costly down-time.
- Hardware and software maintenance keeps pace with changing technologies, minimizing capital expenditures and reducing on-going operational expenses.
- On- or off-site support frees IT staff to focus on and handle important projects.
- NEC network security services includes planning, integration, 24X7 monitoring and management, resulting in improved security for properties of all sizes.
- NEC's management of security issues reduces costs associated with managing security threats.

Empowered by Innovation



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