

AGOSTINO MOTORS CASE STUDY



Background

Agostino Motors is South Australia's largest Mitsubishi dealer, **Agostino Motors** are also in the Top 20 dealers nationally. In the coming year **Agostino Motors** will continue to grow the number of dealerships here in South Australia and upgrade existing dealerships.

Strategy

Agostino Motors were keen for a new communication solution to compliment their continued growth in South Australia. As part of their planning, considerable thought was given to their current telecommunication solution and how this could be utilised to allow for a centralised reception, using a single provider as their communications platform and reduce the call traffic from dealerships.

The combination of the above criteria would see a system that would allow them to grow as well as save money.

Solution

blueIT offered a solution that allowed all staff to communicate at separate dealerships, but appear to be at the same site. This was achieved with the installation of the Mitel MXe at the main dealership and then three Mitel CXi's at the other dealerships. The solution also included HP switches to connect handsets to the LAN and Enterprise Manager to allow **Agostino Motors** to make their own changes.

A Telstra IP Connect WAN was installed, this allowed all sites to speak over an IP connection rather than

going through the exchange, this has reduced the cost on voice calls as well ISDN services.

Result

The solution provided to **Agostino Motors** has already made a huge impact on reducing their telecommunication costs with the introduction of several cost saving initiatives. **Agostino Motors** have been able to save money on call costs with the reduced ISDN services, reduced the costs of their Moves, Adds and Changes by administering their own changes in house and one central robust platform at the main dealership means that they do not require a whole new system every time a new dealership is opened.

Why was it a success?

Agostino Motors have future proofed their communication solution, their current platform allows for the growth of added dealerships as well as reducing their costs.

"Agostino Motors are currently looking at upgrading a couple of dealerships and opening a new dealership, our current communication solution has allowed us to do this without having to purchase a whole new phone system every time" Matthew Tarone, IT Manager, Agostino Group of Companies.