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Acton Toyota of Littleton, MA, revs ups service quality and operational efficiency with GuestCall auto dealer paging from HME Wireless
GuestCall LTD pagers help maintain contact with 40-50 waiting customers at once

Atlanta, GA—July 24, 2011—Acton Toyota of Littleton, a 20-year-old dealership operating out of a sprawling, state-of-the-art facility in Littleton, MA, is now using auto dealer paging from HME Wireless to enhance its service and efficiency. The thriving facility services nearly 4,000 cars a month, and relies on the [wireless paging system](#) to communicate service status to up to 50 waiting customers at a time.

“Each of our service advisors is saving about an hour a day walking around looking for customers,” said Chuck Bradshaw, service director at Acton Toyota. “With 10 advisors working, that adds up to a big difference in savings.”

When looking at [auto paging systems](#), Bradshaw was impressed by HME Wireless’ responsiveness and the professional look of the pagers, which feature an advertising slot for the dealership’s logo. When asked if he would recommend HME Wireless pagers to similar businesses, Bradshaw replied, “Absolutely, without question. HMEW is very easy to do business with, and the service is great.”

Acton Toyota had tried other methods to contact waiting customers, but cell phones proved unreliable (not on, battery dead, bad reception); overhead paging was annoying and hard to hear; and walking around looking for customers was a terrible waste of time.

“We have seen a big increase in the use of our solutions within the auto industry,” said Russ Ford, VP of HME Wireless. “Having a leader in the industry like Acton Toyota just validates the fact that we are delivering on the needs of this market.”

Now the dealership’s customers are free to wander around, and its service advisors can devote more attention to servicing customers, instead of looking for them.

For more information on auto paging systems and complete on-site paging solutions from HME Wireless, call (866) 611-4202 or visit www.hmewireless.com.

About HME Wireless, Inc.

An industry leader, HME Wireless (formerly NTN Wireless) offers a complete line of reliable on-site messaging solutions to improve efficiency and customer service for businesses worldwide. Restaurants, hospitals, church nurseries, and retail businesses are just a few that have been using our systems to increase sales, productivity and customer satisfaction. HME Wireless is a subsidiary of HME Inc.



Onsite Paging

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