

FOR IMMEDIATE RELEASE

Green Hyundai of Springfield, IL, turns to GuestCall LTD Auto Paging from HME Wireless to boost efficiency and quality of customer service
GuestCall LTD pagers ensure constant contact with customers, who are 'wowed' by technology

Atlanta, GA—June 16, 2011—Green Hyundai of Springfield, Illinois, has tuned up its customer service and operational efficiency with a new [auto paging system](#) from HME Wireless. The 15-year-old business has been booming in recent years, and needed to become more efficient in order to keep pace with its rapid growth. HME Wireless [auto paging](#) solutions help locations like Green Hyundai improve customer service and exceed guest expectations. In the ultra competitive car business companies must continue to build additional value to keep customers coming back and HME Wireless on-site paging does this in many ways.

“Doing things the same way wasn’t really an option,” said Green service manager Ray Caruso. “Now we page the customers, they come out, we talk for a couple of minutes, and everyone is happy.”

After being charged with streamlining efficiency at the successful Hyundai dealership, Caruso visited restaurants and looked at other industries that were using [guest paging](#). The experience convinced him it could work for Green Hyundai, and within a week of contacting HME Wireless, they were up and running with GuestCall LTD pagers. “The process was so easy,” said Caruso. “We all thought it was going to be complicated, but that wasn’t the case at all.”

Caruso noted that the pagers have helped the dealership with time management, prompting a new system that tracks what time customers’ check in, and what time they check out. The [auto paging system](#) also helps staff to stay in constant contact with customers, who are free to roam throughout the vast dealership without worrying about how they’ll be contacted when their service is done. “We have seen a big move toward using on-site paging solutions in the auto industry over the past few years,” said Russ Ford, Vice President of [HME Wireless](#). “Companies like Green continue to be very successful by adding technology like our guest pagers to deliver outstanding customer service in a highly competitive space.”

“We want them out looking at the cars,” said Caruso, who also noted that customers are ‘wowed’ by the new technology. “They say, ‘this is a great idea, I’m glad you’re doing this’”.

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.

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Onsite Paging

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 HM Electronics, Inc.

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