

FOR IMMEDIATE RELEASE**Pete Harkness Auto Group cuts wait times and ups the ante on customer satisfaction with auto paging from HME Wireless***With 7 locations in Illinois and Iowa has cut 7 minutes from each customer*

Atlanta, GA—October 18, 2011—Pete Harkness Auto Group, headquartered in Sterling, IL, with locations in Illinois and Iowa, is now using [auto paging](#) from HME Wireless to significantly cut wait times and provide a better experience for its customers. The group moved to [wireless paging](#) in an effort to speed up the oil change process, without sacrificing the quality of its maintenance/repair service.

“We’ve cut 7 minutes from each customer,” said owner Pete Harkness. “I can see one day manufacturers suggesting these auto paging systems in all stores.”

Harkness noted that the [wireless pagers](#) have given his customers the freedom to roam, without worrying about missing their turn or being notified their car is ready. Whereas in the past they were confined to the waiting lounge, customers can now shop the lot or even go down the street to a nearby coffee shop. At the same time, the group’s service writers are freed up from having to find the customer and bring them back to the desk.

Harkness has also noticed an improvement in the level of attention and service that customers receive, thanks to the new [auto pagers](#).

“Because there is a pager out, it makes the service writer realize that a customer is waiting,” said Harkness. “So they know they have to take care of that customer in a timely manner.”

With seven locations in Illinois and Iowa areas, quality service and operational efficiency are important to Pete Harkness Auto Group. And HME Wireless is proud to play a role in the group’s ongoing success.

There may not be a more competitive industry anywhere than the Auto Industry. Using technology like [wireless paging](#) is one way to deliver high levels of customer service.

“The reason Pete is so successful is because he invests in ways that improve customer service,” commented Russ Ford, Vice President of HME Wireless. “We are glad to be a small part of that success story.”

To learn more about Pete Harkness Auto Shop, please visit www.peteharkness.com.

For more information on restaurant paging systems and complete onsite 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 onsite 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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