

Final Connect Corporation has been providing independent, outsourced IT support services to automotive dealerships for over 10 years. Final Connect currently services over 100 automotive dealerships ranging from single dealership franchises to publicly traded automotive consolidator groups. These services range in type from traditional time/material professional services to fixed-cost managed services spanning categories from basic desktop help desk to entire network maintenance and management. For some we provide the complete IT solution and for others we provide the gap fulfillment- supplementing IT staff in areas where they lack expertise.

Final Connect understands the automotive dealership industry and the unique challenges this industry faces. Our retail automotive experience has taught us many “real world” lessons which could be a valuable resource for your company. We are here to help make sure technology does not inhibit your dealerships ability to sell and service cars and trucks. We aim to maximize your IT investments and supplement your organization’s IT investment with professional services and/or day-to-day operational support.

Besides our extensive automotive dealership experience, we maintain a DMS neutral approach. This approach has allowed us to truly consult for clients and apply their best interests not the interests of a preferred DMS vendor. Our clients can appreciate our honesty in IT-related business process consulting that comes from a vendor neutral approach.

Final Connect simply adds value to your business and encourages your success by allowing your staff to focus on the business not IT. Most of our clients simplify what we do down to this statement- *Final Connect resolves IT issues, getting them out of management meetings.*

Summary

Final Connect provides data, Internet and telecom sales, service and support from planning and consulting to implementation and integration to ongoing maintenance and support. We maintain experience with the major three DMS applications (ADP, Arkona, Reynolds and UCS) as well as some of the second tier DMS applications (Advent, Arkona, Dealerbuilt, Grapevine, ASI).

Final Connect helps supplement your in-house IT team by providing necessary gap services. Final Connect’s local, customer service approach to your IT systems allows lower costs and faster response times – allowing your company to work better, smarter and focus on retail automotive. Final Connect’s managed services can provide your IT team with desktop, server, network and/or help desk services at a fixed cost while Final Connect’s project services team can provide necessary professional services at reasonable time and material rates.

We simply provide quality, cost-effective IT sales, services and support with a focus on retail automotive.

Benefits

- Our office is within 2 hours of most Northern or Southern California destination- we have physical presences in Costa Mesa, San Jose and Las Vegas.
- We maintain a 24x7 contract available support center, 8x5 on call support center and local technicians.
- Our staff maintains multiple Cisco® and Microsoft® engineer/administrator certifications including the new Cisco® SMB Select Certification level.
- Our automotive dealership experience spans over eight years and includes being an approved Penske Automotive Group, Penske Motor Group, and Asbury Automotive Group (ABG) vendor.

Franchise, DMS, Technologies (significant experience and exposure)

- Franchise
 - Mercedes-Benz, BMW, Lexus, Infinity, Porsche, Audi, SMART
 - Toyota, Honda, Nissan
 - General Motors (All brands), Ford and Chrysler Jeep Dodge
 - Fiat, Kia, Mazda, Suzuki, Volvo, VW

- DMS
 - ADP, Reynolds, UCS - includes onsite and hosted
 - Advent, Arkona, ASI, Autosoft, Dealerbuilt, Grapevine

- Technologies
 - Cisco routers, firewalls, VPN (IPSEC/SSL), Call manager/unity/phones, switches, software
 - Microsoft server, terminal services, sharepoint, exchange, active directory, virtualization
 - Microsoft desktop operating systems- Vista, XP, 2000
 - Microsoft applications- Office stack
 - VMWare – Server and Desktop virtualization
 - Citrix – currently working on this alternative solution to heavy desktops – desktop thin client