



Auto/Mate Employees Surpass 1,000 Years Combined Experience Working in Auto Dealerships

DMS Designed By Car People For Car People™ Remains #1 in Customer Satisfaction



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-- Auto/Mate Dealership Systems announced today that with its latest round of hiring, its employees have surpassed 1,000 years of combined experience working in car dealerships. Auto/Mate's dealership management system (DMS) software was Designed By Car People For Car People™, and the company has long committed to hiring former dealership employees in order to provide unparalleled [customer service](#) and training.



While many vendors hire inexperienced support specialists to save money, we believe that investing in hiring experts creates an outstanding customer experience that is worth the extra effort

Mike Esposito, President and CEO, Auto/Mate

"For many dealership employees, calling a vendor's technical support can be frustrating because the person on the other end of the phone may know how the software works, but they don't really know what that dealership employee is trying to do or how to help them through the process," said Mike Esposito, President and CEO of Auto/Mate Dealership Systems.

"Auto/Mate is a breath of fresh air. The process is always easier when car people work with car people," said Alan Goldstein, President of Goldstein Auto Group in the New York Capital Region.

Most of Auto/Mate's customer and technical support specialists have held similar positions in similar departments as the dealership employees who call them. Auto/Mate's specialists know more than just the software; they know what it's like to work in a dealership and the details associated with each customer's role.

"While many software vendors choose to hire inexperienced support specialists to save money, we have always believed that investing in hiring experts creates an outstanding [customer experience](#) that is worth the extra effort and cost," said Esposito.

Additionally, Auto/Mate is one of the industry's few software vendors to guarantee that a live person will always answer the phone. This eliminates dealership employees' frustration over being placed on hold or waiting for call backs that never happen.

For more information, call 877-340-2677.

About Auto/Mate

Auto/Mate Dealership Systems is a leading provider of dealership management system (DMS) software to retail automotive dealerships, typically saving dealers thousands of dollars per month from their current provider. Our Automotive Management Productivity Suite (AMPS) is a user-friendly, feature-rich DMS in use by more than 1,200 auto dealers nationwide. Auto/Mate has received DrivingSales Dealer Satisfaction Awards in 2012, 2013, 2014 and 2015.

Auto/Mate's employees have more than 1,000 years of combined experience working in franchised auto dealerships, the foundation of its "Designed By Car People For Car People™" slogan. Auto/Mate is committed to winning its customers' business each and every month with no long-term contracts and free software upgrades. For more information follow us on Twitter @AutoMateDMS and subscribe to our blog at www.automate.com/blog.

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