

## CASE STUDY

# ADAM Systems

### The Customer

ADAM (Auto Dealers Automated Management) Systems offers PC-based dealer management systems for auto dealerships. Headquartered in Daphne, AL, ADAM serves over 1,000 franchised and non franchised automobile dealers throughout the United States and Puerto Rico.

Attention to detail and exceptional customer service have earned ADAM the reputation as the ‘Cadillac’ of automotive support companies. In fact, the company’s growth allowed ADAM to begin plans for relocation to an area which would be more efficient for their total operations and even more convenient for their customers.

ADAM thrives on excellent customer relations. So, when it came time to move, they wanted a provider that could professionally handle the cutover efficiently in a very limited amount of time.

### The Challenge

The Windstream sales team paid very close attention to deadlines and the needs of ADAM, so that when company executives decided to explore new providers, Windstream was ready!

ADAM’s previous service provider assumed that they would renew, so the provider simply faxed a proposal to ADAM and left them alone. Conversely, the Windstream sales team worked closely with executives to determine which Windstream technology would work best for them and how a cutover could be achieved within very tight time constraints.

### The Solution

ADAM contacted their customers, explaining that their service would have little to no disruption during the move. As the date became more imminent, several issues arose that threatened a successful cutover of service on the original move date. Determined Windstream team members worked “through the night” to ensure that the cutover would be a success. In the end, Windstream completed the install flawlessly, and on time.

With an upgrade in location, executives at ADAM decided that an upgrade in their total communications package would also be in order! A well-rounded Windstream solution provided ADAM with a perfect solution for their voice and data needs. They now have two rotating PRIs, which allow for redundancy and complete usage of the available bandwidth for voice transmissions.



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ADAM's total voice solution also includes 45,000 minutes of long distance calling and 80 DID numbers to allow ADAM to make calls inside of the office using 3, 4, and 5 digit dialing. Couple this with a full T1 of lightening-fast Internet access, and ADAM is running like a well-oiled machine!

ADAM executives were so impressed with Windstream's timely delivery, quality of solutions, and first-class customer relations, that they have made several referrals to the auto dealerships they service. Windstream's solution is allowing ADAM to service customers more efficiently by generating success for their automotive clients.

To learn more about Windstream's solutions, call 888-673-WIND (9463) or visit [windstreambusiness.com](http://windstreambusiness.com).