

ADP Network Solutions

Customer Internet Center

Increase customer satisfaction in your dealership



Provide your service customers free wireless Internet access, and you'll make their visit to your dealership more enjoyable and productive than ever. Customer Internet Center works just like the Internet "hot spots" you see in coffee shops and bookstores—but is set up specifically for dealerships.

Key Benefits

- Makes customers' visit to your dealership more enjoyable

When you create a Customer Internet Center, PFW gives you all the equipment, connections, maintenance, and support you need get up and running quickly. It's never been easier to increase customer satisfaction in your service lounge!

Consider the Advantages of Deploying Customer Internet Center in Your Dealership:

- Reduced service shuttle costs and increased customer productivity and satisfaction
- Dealer-branded splash page that drives traffic to your web site so that you can deliver targeted advertising to an on-site captive audience, driving your per-transaction revenue
- A convenience for your customers that sets you apart from your competition

Keep Your Customers Happy and Coming Back to Your Dealership

Customer Internet Center is a secure, Wi-Fi solution designed for your dealership or service lounge. Consider the components that come with this business-grade service that differentiate it from an off-the-shelf retail solution:

- **Marketing Kit** Samples of banners, brochures, stickers, and other ideas to help your dealership create awareness of the service
- **Call Center** An 800 number for your customers to call for assistance when connecting to the Customer Internet Center
- **Dealer-Branded Splash Page** A place to enhance brand awareness and drive traffic to your website
- **Dealer-Controlled Access** You control who has access to the service via passwords that you hand out
- **Dealer Network Protection** Security features that provide a barrier to your customers accessing your business-critical applications and data
- **Terms of Service Management** Customers have to accept your terms and conditions before they are granted Internet access
- **Reliability** ADP provides monitoring via its network operations center
- **GetWired Internet Manager Integration** Control the content that you want your customers viewing in your public areas by leveraging your existing investment in ADP's GetWired Internet Manager

Customer Internet Center Package

Customer Internet Center delivers a comprehensive package, including equipment and support that maximizes your ability to deliver Wireless Internet Access to your dealership customers. The package includes:

<p>Installation</p>	<ul style="list-style-type: none"> • Install and configure all required equipment • Configure access code servers so that only dealer-authorized customers are permitted access to the Wi-Fi service • Configure network security settings so that consumer traffic is prevented from gaining access to dealer-critical applications and data • Setup dealer administrator Web login for accessing robust reporting capabilities and managing customer passwords • Upload dealer-branded logos and links to splash page • Upload and activate dealer-specific authorized use and privacy policies • Provide education to designated dealer personnel regarding key service features • Test the solution end-to-end and commission the service
<p>Equipment</p>	<ul style="list-style-type: none"> • Access controller and wireless access point • A switch may be required. This will be determined during the site survey
<p>Monthly Fee</p>	<ul style="list-style-type: none"> • Hardware and software maintenance to increase Wi-Fi service reliability • 1-800 consumer call center so that valuable dealership employees are not spending precious time supporting the Wi-Fi service • 24/7 network monitoring via the ADP NOC ensures that the Wi-Fi service remains up while your customers are conducting their business • Remote and on-site break/fix support ensures that the service is repaired in a timely manner, minimizing the impact to your customers • Robust reporting to assist you in gauging the impact of Customer Internet Center on the satisfaction of your dealership customers



By combining our two companies, PFW and ADP can now offer the largest and most comprehensive selection of products and services to equipment dealers worldwide. These cost-effective, leading-edge solutions have been developed by ADP to help grow your dealership business. Backed by ADP, you can expect the same quality and reliability you have come to expect from PFW.

Request More Information

If you would like more information, please visit www.pfw.com or contact our Sales Team at (519) 474-3300 ext. 230 or sales@pfw.com.

