

ADP Network Solutions

Network Phone Enterprise

A phone system designed for the way you do business



Traditional phone systems simply allow you to make and receive telephone calls. Integration with your PFW IntelliDealer Dealer Management System (DMS) allows Network Phone Enterprise to do so much more.

By making customer data available through the most popular tool in the dealership—the telephone—Network Phone Enterprise allows your dealership to get the maximum benefit from Internet Protocol (IP) phone technology and your dealership computer systems.

Maximize Revenue Opportunities While Providing Superior Customer Service

Wouldn't it be great to recognize customers and greet them by name when they call your dealership? You can do just that with inbound caller identification (Caller ID) and automatic computer display (Screen Pop). Give your employees instant access to complete customer information when they answer the phone.

With a simple click of the mouse, your employees can automatically dial the phone number selected from PFW IntelliDealer. This "click to call" feature increases call productivity, improves dialing accuracy, and makes customer follow-up calls using multiple phone numbers quick and easy.

Benefit From One Phone System For All Locations

Network Phone Enterprise provides multiple location dealerships with a single phone system for all users. A single phone system will provide your dealership with the following benefits:

- Enhance overall operating efficiencies and reduce expenses by sharing assets like phone lines and voicemail systems across locations
- Effortlessly transfer a call from one location to another, eliminating long distance toll charges
- Conveniently work from home on the same type of phone used in the office through the dealership's Wide Area Network (WAN) infrastructure

Power to Do More with Optional Advanced Applications for Network Phone Enterprise

ADP has tailored phone technology to fit the unique needs of dealerships, utilizing the flexible IP Telephony platform only available with the Network Phone Enterprise system. This flexible phone system can grow as your business grows. Applications that were virtually impossible with a PBX system are now possible. Here are examples of how optional, integrated applications will increase the value of your powerful Network Phone Enterprise system:

Call Intelligence

Network Phone Call Intelligence helps dealers manage their operations by providing robust web-based management tools for viewing, analyzing, and reporting call activity information. Call Intelligence provides operational information on customized reports and colorful graphs and charts specifically designed to address critical dealer questions.

Management Dashboard

The Management Dashboard allows departments to drill down on hourly call activity so they can proactively address customer service and employee productivity issues.

Ad Campaign Report

With the Ad Campaign Report you can review ad effectiveness, helping you manage and receive the most value from one of your largest expenses.

Powered By

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.