

Rosner Auto Group Retains Helion Technologies to Aid with Dealerships' Transition and Ongoing IT Services

TIMONIUM, MD, UNITED STATES, April 25, 2016 /EINPresswire.com/ -- [Helion Technologies](#), a leading provider of information technology (IT) solutions for auto and truck dealers, announced today the addition of the Rosner Auto Group, based in Virginia and Florida, to its list of clientele. The Rosner Auto Group was formerly an eight-store dealership group with a body shop. In June 2015, the owners decided to sell two stores and split the remainder of the group into two business entities. Helion was retained by

the new, three-store Rosner Auto Group to help with the transition and to provide ongoing IT services.



Helion Logo

"When the group split, one of the biggest challenges we faced was separating the information technology (IT) infrastructure," said Jackie Solomon, COO/CFO of the Rosner Auto Group. "All of the systems including the phone, computer networks, our dealership management system and other software were interconnected. The original group's CIO and the rest of the IT team were staying with the other group, so the new Rosner Auto Group suddenly didn't have any IT resources."

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*Jackie Solomon, COO/CFO,
Rosner Auto Group*

Solomon was familiar with Helion Technologies' services from a previous meeting with them years earlier. She reached out to Helion and was pleased with the fast response. "They came immediately when I sent out the SOS flag. It was very comforting to have their instant expertise, because there's no way I could have hired someone at the level I needed to separate and secure all of our stores' systems. It was a huge job and needed to be done quickly."

As the leading provider of managed IT services to auto dealerships nationwide, Helion offers 24-hour monitoring, managing and problem resolution for dealerships' computers, servers, and networks.

Shortly after the Helion staff went to work separating and establishing the new Rosner Auto Group's IT network, Solomon decided to retain them on an ongoing basis. "I had a choice: hire a new IT staff or outsource," she said. "From my previous experience, I knew what it would cost monthly per store to maintain a full IT department. I would have had to hire two full-time people. When I did a cost analysis comparing that to Helion's services, it was very cost competitive."

Additionally, Solomon appreciated Helion's expertise and focus in the automotive industry. "All they do is work with dealerships so they have in-depth knowledge of our dealership management system, which gives us another resource when we have problems."

At first some of the Rosner Auto Group's employees objected to the idea of not having a full-time IT person. They were afraid of what would happen without a person on the ground to help them. "You'd be surprised how much the employees use the IT staff when they're here, but we don't really need them," said Solomon. "That was a cost benefit for us, when we realized we could use Helion's help desk and they can do 95 percent of the work from off site."

In the rare event that Rosner Auto Group needs replacement PCs or requires on site help, Helion sends one of its IT experts to install and/or resolve any issues.

Another benefit the Rosner Auto Group has realized using Helion is additional cost-savings with their carriers' contracts. In one of the group's Toyota stores, a contract with Verizon for a redundant line was set for renewal. "Between Comcast and Cox and the phone companies, it's difficult to know what you're looking at, with all the different types of fees," said Solomon. "Helion let us know we didn't really need this line any more, so we were able to eliminate that cost. Five months later we have not experienced any glitches with our phones."

Helion frequently renegotiates or makes recommendations concerning dealerships' phone and Internet carriers, ensuring that every store has the speed, security and level of resiliency it needs. Additionally, Helion's IT experts keep updated with certifications, industry knowledge and stay on top of DMS and other third-party vendor software updates.

"They are just a great resource to have for things that work or don't work in the industry," said Solomon. "If one person can't answer a question, they have two or three others who have seen that problem and can fix it, no problem."

For more information on Helion's managed IT services, contact 443-541-1500.

About Helion Technologies

Helion...Putting Your Dealership in the FAST LANE! Helion Automotive Technologies is a leading IT solutions provider, providing auto dealers with faster, more efficient networks and secure data protection. From managed services to IT assistance and service desk help, Helion offers both short-term IT fixes and long-term planning so dealers can focus on what matters most: selling more cars. Helion has specialized in IT for more than ten years and works with 650+ auto dealers nationwide. Dealers can request a free assessment of their IT needs at <http://www.heliontechnologies.com>.

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