

Auto/Mate Integrates Fixed Ops Suite with Singlethread Text-Message Platform

Real-Time Integration Improves Auto Dealers' Service Communications with Customers

ALBANY, NY, UNITED STATES, October 10, 2016 /EINPresswire.com/ -- Auto/Mate Dealership Systems announced today that its [dealership](#)



[management system](#) (DMS) is fully integrated with Singlethread, an industry-leading service department text-message platform. Auto/Mate's auto dealer customers now have the option to implement Singlethread's messaging tool to communicate with service customers and have all records saved in each contact in the DMS.

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Mike Esposito, President and CEO, Auto/Mate

"Many customers prefer to communicate via text so when a dealership makes that effort it has a tremendous impact on customer satisfaction," said Mike Esposito, President and CEO of Auto/Mate. "Additionally Singlethread speeds up the process for approving estimated repairs and even has a system to measure customer satisfaction."

"[Integrating](#) with Auto/Mate's Fixed Ops Suite was quick and inexpensive, which we really appreciate as keeping integration costs low allows us to keep our costs low for dealers," said Patrick Southward, Co-Founder of Singlethread.

According to the J.D. Power 2016 U.S. Customer Service Index (CSI) Study, 37% of Gen X, 38% of Gen Y and 22% of Baby Boomers prefer to receive service updates via text message or email. Yet only 2% of all dealership customers currently receive service updates via text message or email.

Singlethread helps dealers communicate the way their customers prefer, eliminating phone calls and voice mail tag that lead to frustrated customers. Singlethread's multi-media messaging platform allows service advisors to text MPIs, photos and videos to customers, increasing transparency and boosting RO approval rates. Singlethread is fully compliant with text messaging regulations and enables secure mobile payments.

Auto/Mate's Fixed Ops Suite is a [full-featured solution](#) that offers the following benefits to auto dealership service departments:

- One-screen access allows all service merchandising functions to be accessed within one screen via user-friendly pull-down menus and buttons
- Automated dispatch and electronic RO capabilities enable hands-free, customized and flexible dispatching

- Graphics-rich calendar allows service managers to view color-coded appointments on a daily, weekly or monthly basis "at-a-glance"
- Instant merge feature that merges duplicate customer information with a single click of a button
- "OEM Button" to access manufacturers' online information at any time within Auto/Mate's DMS

Auto/Mate offers low-cost, seamless integration for third-party vendors with its Open/Mate program. Auto/Mate is an advocate of open standards integration as a way to increase competition, lower prices and improve the quality of products offered by all vendors.

Auto/Mate's DMS is an industry-leading solution designed for single and group franchise dealerships, proven to increase efficiencies and boost dealer profits. For more information visit www.automate.com or call 877-340-2677.

About Singlethread

Singlethread is the pioneer in next-generation customer engagement. Founded by industry veterans, Singlethread was built in-dealership, not by an isolated software development team. Its foundation is built on delivering both what the customer and the dealership need to create a great service experience. With proven successes in customer satisfaction improvement, Singlethread is helping dealerships nationwide service more vehicles, sell more services per RO, and retain customers. For more information, visit www.singlethread.com

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 940 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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