Helion Releases Free eBook for Auto Dealers: Three Service Department Pain Points, Solved!

How Faulty IT Infrastructures are Causing Dealerships to Lose Revenue, Lose Customers and Lose Employee Buy-In

TIMONIUM, MD, UNITED STATES, January 16, 2017 /EINPresswire.com/ -- Helion Automotive Technologies announced today the release of a free eBook for auto dealerships, titled "Three Service Department Pain Points, Solved! How Faulty IT Infrastructures are Causing Dealerships to Lose Revenue, Lose Customers and Lose Employee Buy-In." The eBook spotlights the problems that many service departments are facing because their current networks do not support all the new technologies and tools that require massive amounts of bandwidth.

> "When I tell dealers they need to upgrade their networks, the thing I hear the most is that they just upgraded two years ago and they don't understand why it needs to be done again"
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> *Erik Nachbahr, President of Helion Automotive Technologies*

"When I tell dealers they need to upgrade their networks, the thing I hear the most is that they just upgraded two years ago and they don't understand why it needs to be done again," said Erik Nachbahr, founder and President of Helion Automotive Technologies. "The reason is because of the Internet of Things, and the number of connected devices has nearly tripled in the last three years. This trend is accelerating and bandwidth requirements are expected to nearly triple again in the next few years. Most dealers are really behind the curve in where they need to be right now and to prepare for the future."

In today's service department, increased bandwidth is required for:

• Mobile tablet applications
• Third-party, cloud-based service applications
• Vehicle computer system updates
• Wireless tech tools
• Employee and customer cell phones
• Smart appliances

In the ebook, Helion gives specific recommendations and minimum benchmarks for dealerships' IT networks, including Internet, WiFi and switches. Helion also addresses the issue of call flow, the number of leads that dealers are losing because of poor call flow, and how most dealers overlook this

critical component to their phone system.

The ebook features insights from industry experts, including:
• Chip King, CallRevu
• Jeff Cowan, PROTALK
• Michael Roppo, WithumSmith+Brown
• Ujj Nath, myKaarma
• Bill Wittenmyer, ELEAD1ONE

To download a copy of Helion's free eBook, "Three Service Department Pain Points, Solved!" click here: http://bit.ly/2iPbOUu

To learn more about how technology can drive revenue at your dealership, visit Booth #4303 at the NADA Convention & Expo in New Orleans, Jan 27th - Jan 29th. For more information or to schedule an appointment at NADA/ATD, contact Helion at 443-541-1500.

About Helion Automotive 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 www.heliontechnologies.com.

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