



Auto/Mate Integrates DMS with Kimoby, Helping Dealers Improve Customer Communications and CSI Scores

ALBANY, NY, UNITED STATES, September 17, 2018 /EINPresswire.com/ -- Auto/Mate Dealership Systems has integrated its dealership management system (DMS) with Kimoby, a leading provider of web-based communications solutions. Auto/Mate customers now have the opportunity to use Kimoby's advanced texting, multimedia messaging and mobile payment platform.

The Auto/Mate logo, with "Auto/Mate" in a bold, orange, sans-serif font and a registered trademark symbol (®) to the right.

"Kimoby allows dealers to communicate more effectively with service customers by leveraging their customers' preferred communication channel," said Mike Esposito, president and CEO of Auto/Mate Dealership Systems. "Texting in particular allows dealers to have a written record of messages sent and received, improves customer perception of their brand and provides valuable insights to improve marketing and operations efficiencies."



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Mike Esposito, President and CEO, Auto/Mate

"The integration with Auto/Mate's [Fixed Ops Suite](#) was quick and inexpensive," said Alex Wojcik, VP of Sales & Co-founder of Kimoby. "We appreciated the process as keeping integration costs low allows us to keep our product more affordable for dealers and brings a new

range of communication options. The Kimoby platform also supports mobility for iOS and Android to provide more flexibility and functionality for dealership personnel."

When integrated into the DMS, the Kimoby platform can send out the following automated texts to service customers:

- Appointment reminders
- Missed appointment notifications
- Service introductions
- Real-time multimedia exchange for approvals (Android & iOS)
- Mobile payments
- Personalized feedback requests
- Recall campaigns

Auto/Mate's integration program, [Open/Mate](#), is based on open standards, allowing third-party vendors to easily integrate with the DMS.

For more information visit www.automate.com

About Kimoby

Kimoby is a web-based communication platform that helps businesses of all sizes instantly connect with their customers through texting and multimedia messaging. Since 2012, Kimoby has been committed to helping frontline service teams save time to focus on the unique needs

of every customer, by automating mundane daily communication tasks, including appointment reminders, confirmations, status updates, and customer satisfaction follow-up. Driven by the need to continuously improve customer convenience, Kimoby offers an integrated mobile payment solution which allows customers to view their invoice, make payment and receive immediate confirmation - all from their mobile phone. Visit kimoby.com.

About Auto/Mate

Auto/Mate Dealership Systems is a leading provider of dealership management system software to retail automotive dealerships, typically saving dealers thousands of dollars per month from their current provider. AMPS® is a user-friendly, feature-rich DMS in use by more than 1,400 auto dealers nationwide. Auto/Mate has received multiple consecutive DrivingSales Dealer Satisfaction Awards.

Auto/Mate's employees have more than 1,200 years of combined experience working in franchised auto dealerships, the foundation of its 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.

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