



CASE STUDY

Catalyst Group Helps Hoffman Auto Group Untangle Telecom Complexity and Save Thousands

Objectives

Hoffman Auto Group, one of the largest automotive dealerships in CT with 10 unique dealerships, was looking to reduce the complexity of their telecom services and leverage technology to improve customer service.

Challenges

Like most organizations Hoffman Auto Group was frustrated with managing the cost, inventory, and complexity of multiple vendor telecom agreements that led to waste, inefficiency and outages.

Solutions

A consultative approach led to three recommendations and phases. Reduction of legacy POTS lines, audit and optimization of mobile devices, and upgrade of a legacy phone system across all locations.

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Business Outcomes

A Unique Customer Experience

Implemented a new enterprise grade cloud-based phone system improving internal and external communication, contact center efficiency, a seamless way to work from anywhere, and business continuity.

Mobility Management

Simplified the management of corporate mobile devices without switching carriers while also improving the tracking of all devices, and accounts across all locations in one convenient location.

Savings

Achieved \$79.400 in annual savings, freeing capital for other initiatives

“Working with Catalyst Group has been an absolute pleasure. The combined knowledge of technology and effective project management is outstanding. Very satisfied with their commitment to be a valued partner.”

Meri Robert

Director of Strategy and Business Advancement