



CHESAPEAKE TELEPHONE SYSTEMS customer experience



JAGUAR LAND ROVER ANNAPOLIS

“We are very pleased with Chesapeake. They’ve been taking care of us for 3 years and their technical and customer service people are top notch! They helped us improve our communications and there is nobody else I would entrust with our voice and data network.”

— **Greg Gagorik**
General Manager
Jaguar Land Rover Annapolis

AT-A-Glance

Customer

- Automotive Dealership

Solutions

- Toshiba Strata CTX- 670 system
- Toshiba 30+ phones
- Toshiba Auto Attendant
- Toshiba voice mail, conferencing and paging
- ISDN PRI for voice
- T1 for Internet access
- Verizon DSL for customer kiosk

Key Benefits

- Better customer support
- Improved internal communication
- Cost savings
- Administrative control
- Ready for the future

More horsepower

Jaguar Land Rover Annapolis is a high-end dealership in the heart of the celebrated maritime community on Chesapeake Bay. The dealership was moving to a new facility and wanted to replace its old phone system – which needed more horsepower to keep up with emerging requirements and future capabilities. For a solution, it turned to Chesapeake, its reliable technology partner of three years.

Full throttle

The dealership needed to make some changes – they had outgrown their old system. Customers were being left on hold and many customers had to call back multiple times to get through. Chesapeake installed an IP-capable Toshiba Strata CTX-670 phone system and over 30 phones. Voice mail now enables customers to leave messages for staff – repeated call backs are a thing of the past. To improve internal communications, 8-way conferencing enables quick team meetings and Paging has further improved customer service. ISDN PRI supports the dealership’s voice traffic and a Dedicated T1 provides Broadband Internet access. A separate DSL at an Internet kiosk lets customers get online while waiting for their vehicles to be serviced. A Wireless LAN supports the dealership’s data networking needs, providing more mobility for staff.

Extra mileage

The system administrator at Jaguar Land Rover Annapolis now has full control of the dealership’s new communication system, enabling all moves, adds and changes to be handled in-house from a web-based management tool, resulting in timely configurations and more cost savings.

Open road

With a new, state-of-the-art building in which to showcase its high-end vehicle offerings, the phone system is no longer an obstacle between customers and staff. The Toshiba Strata CTX-670 helps the dealership meet customer expectations for prompt, reliable communications. In the future, a telework application will allow staff to enjoy a more flexible schedule, and the Wireless LAN will support Voice over IP to improve staff mobility around this successful, expanding dealership.

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