

## Creating an Excellent Car-Buying Experience



### **The Business Challenge.**

Maintain leading market share and become a digital leader for sales of new and used cars.

### **The Solution.**

Unisys Digital Workplace Services, including help desk support 24x7x365 for 20,000+ employees across hundreds of dealerships in multiple US states (12,000+ calls/month).

### **Results and Benefits.**

- Enhanced employee and dealer experience
- Improved service to car buyers through increased employee productivity via shorter resolve times
- Reduced average time in queue to reach a help desk agent from 30-60 minutes to under 40 seconds

“We have quickly grown to become a market leading service for car sales in the U.S. As we continue to expand, Unisys has proven to be an IT partner that is able to continually transform the way we support our employees, so they can in turn provide an excellent buying experience for our customers.”



For more information visit [www.unisys.com](http://www.unisys.com)

© 2018 Unisys Corporation. All rights reserved.

Unisys and other Unisys product and service names mentioned herein, as well as their respective logos, are trademarks or registered trademarks of Unisys Corporation. All other trademarks referenced herein are the property of their respective owners.