



KEEPING DEALERSHIP OPERATIONS MOVING:

How Attentus Strengthened DMS Reliability
Across Two Automotive Businesses



How proactive maintenance, DMS support, hardware planning, and built-in redundancy helped two multi-location dealerships protect productivity and customer service.

Executive Summary

Most automotive dealerships today use a Dealer Management System (DMS) to store private customer information, track vehicle inventory, generate financing documents, support credit checks, and coordinate service requests.

These systems are the operational thread connecting sales, service, accounting, and administration.

When they work reliably and securely, everything flows nicely. A DMS failure, on the other hand, could freeze dealership activity and potentially cost thousands of dollars per hour.

For two automotive dealerships, ACCESS®, a Windows-based DMS by Automotive Computer Services, Inc. (ACS), was at the center of every workflow.

However, there were some gaps.

- Client A didn't have an I.T. team to continuously keep its existing ACS platform reliable.
- Client B, on the other hand, had outgrown ACCESS® and wanted to transition to the more advanced v10 APEX by PBS Systems.

To address these gaps, both dealerships turned to Attentus Technologies.

We implemented proactive managed services, hardware planning, network verification, routine updates, and redundancy.

The result was stable access to essential dealership systems without the clients having to manage maintenance schedules themselves.

About the Clients

Our clients are two automotive businesses, each operating across multiple locations and depending on continuous access to proprietary, secure data.

They rely on their DMS to:

- Store private customer information.
- Manage vehicle inventory and associated costs.
- Support financing documents and credit checks.
- Coordinate service requests.
- As well as connect sales, accounting, service, and administrative workflows.

For them, a DMS isn't simply another software platform, but their dealerships' operational center. Therefore, it must remain secure, available, and consistently supported.

The Problem

Client A Needed Help Keeping the Existing DMS Reliable

Client A used ACCESS® as its primary DMS.

The system supported automated scheduling, Excel-based finance reporting, inventory management, and the calculations the dealership relied on to manage vehicle costs.

For this client, ACCESS® was the right platform. The underlying issue was that they lacked a dedicated I.T. team to keep the DMS reliable while ensuring the devices, network, and supporting technology could handle the system effectively.

Client B Needed Help Moving to a More Capable DMS

Client B also initially used ACCESS® as its primary DMS.

However, it reached a point where a different DMS became necessary as ACCESS® no longer met their requirements.

Against this backdrop, they needed transition support and ongoing maintenance after implementing a new platform.

For clients A and B, the shared challenge was ensuring that critical dealership operations would not be interrupted by outdated equipment, inconsistent network access, missed updates, or inadequate support.

Why DMS Reliability Mattered

Our client's DMS platforms connected multiple dealership functions and helped them maintain a shared flow of operational information.

That made system availability and consistency critical to the processes built around them.

If for any reason either dealership's DMS became unavailable, much of the business could stop.

Potential consequences included:

- Employees losing access to inventory records.
- Delays in financing and vehicle sales.
- Inability to pull credit or prepare documents.
- Disruption to service scheduling and requests.
- Lost productivity across multiple locations.
- Thousands of dollars in potential hourly downtime.
- Damage to customer service, reputation, and online reviews.

Optimizing the technology environment was key to driving revenue, customer satisfaction, and business continuity.

The Attentus Solution

When the two dealerships tapped Attentus Technologies, we developed a support strategy tailored to each client's existing technology and operational needs.

Here's what that looked like:

Proactive Support for Client A's Existing DMS

Attentus implemented its managed I.T. services program to provide client A with proactive maintenance and support.

The solution included:

- Keeping ACCESS® and its supporting systems up-to-date.
- Continuously monitoring client A's technology environment.
- Equipping existing and new employees with computers powerful enough to run ACCESS® effectively.
- Incorporating redundancy to reduce the effect of downtime.
- Supporting stable and efficient daily system performance.

DMS Migration and Ongoing Management for Client B

For Client B, the solution was different.

Attentus transitioned the dealership from ACCESS® to v10 APEX by PBS Systems, which provided an integrated customer relationship management (CRM) along with sales and accounting functionality.

Once that was successful, Attentus:

- Implemented managed I.T. services to ensure Client B also benefited from proactive maintenance and support.
- Verified the dealership's wired and wireless network connections were stable (and would stay that way) across all its locations.
- Ensured the new DMS (v10 APEX by PBS Systems) and supporting infrastructure stayed up-to-date.
- Equipped employees with powerful computers to properly run v10 APEX by PBS Systems.
- Established redundancy to keep client B's systems active 100% of the time.

In both scenarios, Attentus supported the DMS systems, employee hardware, network, maintenance schedule, and continuity planning as one connected environment. And that's what made the solution sustainable.

The Results

Both dealerships now have stable systems for managing inventory, processing vehicle financing, coordinating service requests, and supporting customer interactions.

They enjoy the benefits without the associated maintenance burden.

Here are the key outcomes:

Outcome #1: Stable DMS Access

Employees at both dealerships have found a new form of reliability. Whether using ACCESS® or v10 APEX by PBS Systems, they can confidently and consistently manage information and workflows needed to keep things moving.

Outcome #2: Reduced Downtime Risk

Ongoing updates, maintenance, proactive support, and redundancy delivered under the Attentus managed I.T. services program now protect the dealerships from unplanned disruption, ensuring business continuity.

Outcome #3: Better-Equipped Employees

Employees maximize productivity as they are issued computers capable of properly running the applicable DMS software from day one.

Outcome #4: Consistent Network Performance

Wired and wireless network connections are verified and continuously maintained to support dependable access to critical dealership systems.

Outcome #5: Less Internal Maintenance Work

As Attentus now handles I.T. management, Client's A and B no longer have to track update schedules or coordinate maintenance windows themselves. They have time back to allocate to critical business initiatives.

Outcome #6: Stronger Customer Service

With system reliability now guaranteed, the staff at both dealerships now manage inventory, financing, and other operations more efficiently.

They now offer stronger and more responsive customer service, which is critical to maintaining their reputation and competitiveness.

The Takeaway For Automotive Dealerships

The most important lesson from these engagements is that DMS reliability cannot be separated from the environment around the DMS.

You can invest in ACCESS®, v10 APEX by PBS Systems, or other capable DMS platforms and still experience problems if the supporting environment is not managed properly.

To keep operations moving consistently, without disruptions, ensure the following:

- Employee computers meet the performance requirements of your desired DMS platform.
- Networks are consistent.
- Updates are delivered on time.
- Infrastructure is being properly maintained.
- A tested redundancy plan minimizes downtime during outages.
- It's clear who is responsible for I.T. maintenance.

If you don't have the internal bandwidth to manage your DMS or broader I.T. strategy, consider leveraging a reputable managed services program to ease your technology burden.

The Attentus Difference

Attentus does more than support your DMS. We manage the hardware, connectivity, updates, maintenance, and continuity measures required to keep your system working reliably without complexity. This aligns with our ethos of "Making I.T. simple, not scary."

The Attentus difference isn't just about having proven expertise at your fingertips 24/7. It's also about having an accountable partner that truly values your business and treats it like their own.

Build a Reliable Foundation for Your Dealership's DMS

Your DMS supports critical workflows. The hardware, network, infrastructure, maintenance, and support behind it all contribute to whether those workflows remain reliable.

Do you have the right foundation?

Attentus can help assess your dealership's DMS environment and the technology supporting it to identify opportunities to improve reliability, strengthen continuity, and reduce avoidable operational risk.

Schedule an infrastructure and DMS support assessment with Attentus.

About Us

We care about our customers and we make your business our business. As the leading provider of I.T. services in Bellevue and Seattle, we focus on making I.T. simple, not scary. We provide friendly, hands-on support 24/7.

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