



ET&T
Eastern Telephone
& Telecommunications

CUSTOMER EXPERIENCE

Phillipsburg-Easton Honda

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“ET&T techs have become like family because we have come to rely on them so much. Our experience with ET&T has been phenomenal.”

– Sandi Parvin, Administrator
Phillipsburg-Easton Honda

CUSTOMER

- Auto Dealership
- Phillipsburg, NJ
- New, expanded facility

SOLUTIONS

- Mitel/Inter-Tel Axxess
- IP Phones
- Cabling
- Relocation Services

KEY BENEFITS

- Faster information flow
- Improved customer service
- More efficient operations
- Easy growth potential
- Outstanding technical support

Customer focus

Established in 1979, Phillipsburg-Easton Honda in New Jersey offers a wide selection of new and pre-owned vehicles, maintenance services, parts inventory, and body shop. With its relentless focus on customer satisfaction, the full service dealership has experienced rapid growth in recent years, which motivated them to build a larger facility to keep pace with their growing base of customers.

Switching gears

For the last three years, staff had been working out of trailers while a new Sales & Service Center was being constructed. This year, the long-awaited grand opening featured a car drawing, prizes and a hot air balloon. ET&T played a critical role in the transition to the new facility, starting with the implementation of a new full-featured Mitel/Inter-Tel Axxess phone system, IP phones, and cabling.

Pulling ahead

An expedited transition was project managed by ET&T to ensure the dealership could continue to provide the highest quality sales and support to its customers. ET&T technicians moved equipment and phone lines from the trailers and re-installed them at the new Sales & Service Center. With the flexible, scalable Axxess platform supporting a variety of applications and devices, the dealership is now able to integrate voice and data in ways that expedite workflow and reduce costs.

Cruise control

Despite the slow economy, Phillipsburg-Easton Honda has been posting record sales. The new phone system provides enough expansion capacity to carry the dealership well into the future. With ET&T on its side, technology issues won't stand in the way of the dealership's full-speed growth trajectory.

ET&T, INC.

2360 Avenue A
Bethlehem, PA 18017

BRANCH LOCATIONS:

Philadelphia
Harrisburg
Wilkes-Barre
Scranton