

A customer feature



Kremmen Servicing

Kremmen Servicing based in London, is a medium sized car dealership with three dispersed sites, including a servicing centre and 16 Autoline users. Although they have been happily using the ADP Autoline system for over ten years, Kremmen Servicing felt it was time to review and replace their hardware.

Understanding ADP's commitment to excellent customer service and their reputation as a leading software provider, Kremmen were happy to select them as their total service provider and work with them to evaluate requirements, reduce hardware maintenance costs and ensure reliability.

The incentive to change their system infrastructure stemmed from a desire to upgrade from Autoline revision 7 to Autoline revision 8, enabling Kremmen to take advantage of enhanced functionality and consider an outsourced server model rather than purchasing new server hardware and hosting it themselves.

With limited IT resource within Kremmen and a need to maintain their focus on core business activity, outsourcing the hosting of the system and management of the network was the preferred choice.

Kremmen understood the advantages of unburdening themselves with the responsibility of hosting their Autoline DMS and decided that there was no place better to host it than with ADP as they had the best understanding of the necessary supporting hardware and could also supply future releases of Autoline.

“The ADP solution has provided us with an unprecedented level of responsiveness and connectivity, which has significantly improved the way our company operates. We can now concentrate solely on running our business in the knowledge that our system is secure and reliable.”

Pierre Taylor, Managing Director,
Kremmen Servicing



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After accessing the required amount of computer processing and data storage resource, Kremmen decided to take advantage of the ADP Hardware Service Provision (HSP) model delivered from the highly resilient ADP hosting campus.

The implementation of a new ‘IP Cloud’ Wide Area Network solution not only delivered the connectivity into the ADP hosting centre, but also provided Kremmen with a modern, flexible network platform that delivers greater bandwidth to the sites for less annual spend than their legacy kilostream circuits.

ADP provided a total solution which also included all network hardware and associated services, all of which facilitated a seamless migration to HSP with minimum interruption to the business.

Pierre Taylor at Kremmen said, “I am convinced that the HSP solution was right for Kremmen. This solution is perfect as it works as if our separate locations are as one. Previously we would have to wait for a trial balance, during which time we would wander off to make coffee; it now takes seconds, so coffee breaks are out and efficiency is in.”

Benefits

- Cost-effective delivery of computer processing resource without the upfront expenditure - power on demand
- Autoline hosted within a highly resilient environment - maximised user uptime
- Disaster Recovery solution freed up time from maintaining the DMS server
- Reduction in Wide Area Network costs
- Modern, flexible Wide Area Network - facilitates future requirements
- Migration managed completely by one company
- Total solution - single point of contact