

# **Buckeye Honda & Buckeye Nissan Concentrate On The Automotive Business While BSSI Takes Care Of The Computer Business..... BSSI Makes IT EZ!**

Buckeye Nissan & Buckeye Honda have been in business for more than 25 years with one mission: Exceeding their customers' expectations before, during and after the sale of their cars, trucks and SUVs. They achieve their mission every day as demonstrated with their award-winning performance.

**Buckeye Honda and Buckeye Nissan** are **AAA approved** facilities because of their customer service and quality standards.

**Buckeye Nissan has received Nissan's highest award, Owner First 8 times.** This award is presented only to those dealers that achieve Nissan's strict standards for sales volume, customer satisfaction in sales and service, and completion of manufacturer training for their team members.

**Buckeye Honda is a 7-time Honda President's Award winner**, which is Honda's highest distinction. This award recognizes Honda dealers who achieve sales objectives and customer service excellence. It is awarded to no more than the top 15% of Honda dealers (just over 1000) in the country. Buckeye Honda is one of only 35 Honda dealers who have earned the President's Award 7 or more times.

**Wow! President Diana Spurgus is very honored to have them as a BSSI client!**



*"We are very impressed with BSSI. They told us what they were going to do and they did what they told us. BSSI has freed up our time and issues so we can concentrate on the automotive business and not the computer business. We highly recommend BSSI."*

**Scott Thomas, Vice President  
Buckeye Nissan & Buckeye Honda**  
([www.BuckeyeHonda.com](http://www.BuckeyeHonda.com))  
([www.BuckeyeNissan.com](http://www.BuckeyeNissan.com))

## **Buckeye Honda experiments with IT outsourcing.**

Prior to joining the BSSI family, Scott Thomas, Vice President, explains how their computer needs were being met. “We had an in-house IT person for each of our locations who managed the servers, workstations and our outgoing connections to the Internet and our software provider. Although we were maintaining the systems internally, we still experienced many problems including viruses and connectivity issues. Then we lost one of our IT managers. We didn’t think we could support both stores with one person. We debated about whether we wanted to hire another IT person for the Honda store because in reality it is not a full-time position so we added other duties just to make it full time job. But with the one person leaving, we just decided that it might be time to try to outsource it.”

As Buckeye Honda and Nissan researched their IT options they found one of BSSI’s competitors first. How did that work out? “Well, not real well.” Scott states grinning, “It almost soured my thought about outsourcing IT. We had a lot of issues with level of service and more virus and connection issues than ever. They just couldn’t seem to resolve the issues. I personally had a lot of issues with my workstation, which made me very unhappy and it ultimately led to their demise. “

## **Buckeye Nissan & Buckeye Honda hire BSSI!**

“ Since we have found and hired BSSI and enrolled in their support plan, we now have peace of mind knowing the system is being monitored and maintained 24/7. That is something that we never had. Because it was manually maintained, some computers got the antivirus and window updates and some didn’t. We now have peace of mind that everything is being handled and supported in a consistent manner. In terms of handling issues as they arise, it is so nice to call BSSI and get the issues handled quickly,” states Scott.

## **Computer up-time equates to better customer service and more sales!**

“Computer up-time is critical for our business. When you come in and you can’t get your computer to print paperwork, generate a repair order or the computer gets locked up, it is hard for us to service our clients and make money. Believe me there are very few things in the business that seem to get people’s attention more than when a computer issue is being experienced. It definitely places a strain on the business operations,” says Scott.

## **Buckeye Honda & Buckeye Nissan are very impressed with BSSI!**

“Buckeye Honda & Buckeye Nissan are very impressed with everything. BSSI told us what they were going to do and they do what they told us. BSSI has been very responsive to our needs.” Scott continues, “BSSI has freed up my time and freed up time of others in the dealerships so we can concentrate on the automotive business and not the computer business. Our organization highly recommends BSSI.”

With all of the customer service awards that Buckeye Honda & Nissan have earned and the well-trained and professional team they have, BSSI consider that to be a major compliment! Thank you Buckeye Nissan and Buckeye Honda!