

LOCATIONS: One 8 bay facility, delivering all commercial and individual auto repair services.

USERS: 12

INDUSTRY: Automobile Services

SOLUTIONS: MPVEX PBX in the CLOUD, AT&T Internet, Metropark VCP Consolidated Billing & Management



Metropark

Gray's Auto Services, Under New Ownership, Moved Away From Metropark, Then Quickly Found Out That Metropark Provided Much Better Service... So They Came Back!!



CASE STUDY

IN BRIEF

PAIN POINTS

- Unwanted Price Increases
- Unworkable Equipment
- Confusing Services
- Limited and No Support
- Ongoing Outages

GOAL

- Simplify All Communications
- Install PBX in the CLOUD
- Streamline Internet Services
- Greatly Reduce Costs
- Consolidate Billing

SNAPSHOT

Since 1957, Gray's Auto Services has provided their St. Louis customers with expert auto services specializing in quality auto repair and maintenance including engine repair, transmissions, tire and wheel alignments and more. They offer the best services at affordable prices, and they believe in getting their customers back on the road as soon as possible. Gray's Auto also provides 24 Hour Towing.

SOLUTION

After a few months of painful telephone experiences, Ryan Kneibert, the new owner of Gray's Auto, made the decision to return to Metropark's Voice & Business Services.

"I purchased a business that had been with Metropark service for years, during the transition of services and billing I went with AT&T phone service thinking "What's the difference?" ... Well let me tell you it didn't last 3 months before I came crawling back (haha). I was unable to get even the most basic problems resolved with AT&T after countless hours spent on the phone with them. Everyone at Metropark that I've had the pleasure of speaking with is super knowledgeable and exceptionally helpful answering my questions even before I switched back. The level of personable service you get with them is unmatched. Thank you Metropark."

Ryan Kneibert – Owner



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