

KIAN MOTORS

Driving Success: Kian Motors Transforms Operations with Seamless Connectivity

Customer Success Story

Read on to learn how Kian Motors, a Texas auto dealer, improved internet connectivity with Vivant.



BACKGROUND



Founded in 2014, Kian Motors is a family-owned and operated late model pre-owned car dealer in Plano, Texas. It's main goal is to provide a truly unique car buying experience by selling quality cars, providing excellent customer service, and offering competitive prices.

INDUSTRY: Automotive Industry

LOCATIONS: 2



Vivant is your one-stop managed connectivity service provider guaranteeing no internet and phone service outages through our SmartCONNECT™ technology.

By proactively managing your network, internet, and phone service, we make it simple for local, regional, and national businesses to stabilize operations with enterprise-grade connectivity, mitigate risk with valuable automations, support services, and unify all connectivity services with one proven partner.

THE CHALLENGE: EXPENSIVE AND UNRELIABLE INTERNET

Kian Motors needed a strong network system to connect its two city locations with primary and backup internet, firewall systems, VoIP phone services, and managed Wi-Fi. The main challenge was maintaining continuous internet connectivity and smooth communication between the two sites.

- **Fragmented Network Infrastructure:** Multiple locations operated with disparate networks, hindering communication and data sharing.
- **Unreliable Connectivity:** Frequent outages from the main internet provider disrupted operations, impacting customer service and sales.
- **Inefficient Call Handling:** Limited call transfer capabilities between locations created a disjointed customer experience and hindered internal collaboration.



THE SOLUTION: VIVANT'S MANAGED NETWORK SERVICES

Vivant, a leading provider of managed network services, partnered with Kian Motors to implement a comprehensive, tailored solution:

- **Unified Network:** A unified network was established across all locations, enabling seamless communication, data sharing, and centralized management.
- **Reliable Connectivity:** Redundant internet connections and proactive monitoring were implemented, ensuring 100% uptime and eliminating costly downtime.
- **Efficient Call Handling:** Integrated VoIP phone systems with seamless call transfer capabilities between locations streamlined customer interactions and internal communication.
- **Scalable Infrastructure:** The solution was designed to be scalable, enabling the easy integration of new locations (like Autos of Dallas) into the network without disruption.

THE RESULTS: INCREASED REVENUE, 100% RELIABILITY, AND CUSTOMER SATISFACTION

The partnership with Vivant yielded significant results for Kian Motors:

- **100% Uptime:** Zero major outages.
- **Enhanced Operational Efficiency:** Streamlined communication and data sharing led to improved productivity, faster decision-making, and optimized resource utilization.
- **Improved Customer Experience:** Uninterrupted service, efficient call handling, and seamless communication across locations significantly enhanced customer satisfaction and loyalty.
- **Business Continuity:** The redundant network infrastructure and proactive monitoring eliminated downtime, ensuring business continuity and preventing revenue loss.

HOW VIVANT GUARANTEES 100% UPTIME

Vivant's SmartCONNECT solution is the key to guaranteeing uptime:

Proactive monitoring: Tracks the primary internet connection (AT&T, Spectrum, etc.) around the clock.

Automatic failover: Switches to the LTE backup instantly in case of primary internet issues.

Comprehensive hardware: SmartCONNECT firewall and dual SIM cards (AT&T and Verizon) provide robust redundancy.

CONCLUSION

The collaboration between Kian Motors and Vivant demonstrates the transformative power of strategically implemented network solutions.

By addressing key challenges and implementing a robust, scalable infrastructure, Vivant enabled Kian Motors to achieve significant improvements in operational efficiency, customer experience, and business continuity. This investment in a modern network infrastructure has not only solved immediate problems but has also laid the groundwork for Kian Motors' continued growth and success in the dynamic automotive industry.



GET IN TOUCH WITH US

Vivant has been a trusted business partner for thousands of mid-market and multi-unit businesses in the restaurant, automotive, healthcare, and services industries.

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