



For Immediate Release

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Three Top Solutions for Automotive Service Departments Join Forces to help an Industry in Desperate Need of Revenue

New Company Aims to become a Service Department's Virtual Assistant in Solution Implementation

St. Louis, Missouri, May 18, 2009 -- [eMenu Automotive](http://www.emenusautomotive.com), (www.emenusautomotive.com), [TimeHighway](http://www.timehighway.com), (www.timehighway.com), and [Sterling Partners Limited](http://www.incomingservicecalls.com), (www.incomingservicecalls.com), announced today that the three companies have joined forces to form **iPACS - Integrated Premier Automotive Customer Solutions**. [iPACS](http://www.myipacs.com) (www.myipacs.com) integrates the best web-based service menu with the best online dealership service scheduling solution and provides dealerships with optional web-based call center & marketing solutions. The integration of these solutions provides dealers with the most cost-effective way to take control of the service drive, properly schedule appointments, use menu selling, improve CSI and increase dollars per repair order. iPACS increases revenue while reducing the work load of the service department.

According to Patrick Obed, Service Director at Rochester Toyota, despite a down economy, within just 60 days of implementing iPACS, his service department is enjoying a 20 percent increase across the board, "We went live in early March and have rapidly seen increases in profitability that the dealership has never seen in some 20 years of being in business. It allows us to be a lot more competitive as we can closely monitor what comes in and more consistently quote prices," Obed said.

iPACS acts as the SERVICE DEPARTMENT VIRTUAL ASSISTANTS (SDVA™). It becomes the dealership's one stop service provider and takes the tedious, busy work out of the dealership's hands, working with the dealership to keep customers professionally serviced and coming back.

"Having worked in this industry for years, our experienced iPACS team members are all too familiar with the story of software that promises the world but ends up sitting in an office corner as the service manager simply does not have the time to implement and maintain it," commented May Kay Sheets, President of iPACS. "Three leading, established companies have collaborated and developed a turn-key solution. We saw a huge need for the implementation side of things in the service department. iPACS is all about implementation. We do all the work that the service department simply does not have time to do, which uniformly results in increased profits," Sheets added.

iPACS will work with the dealer's current customer retention management (CRM) and marketing providers to provide a totally maintained solution that manages customers without having to disturb the dealership. Customers can call a dedicated Toll Free Number to book an appointment, (**STERLING PARTNERS**), or login to the dealer's website to schedule an appointment, (**TIMEHIGHWAY**). While scheduling the appointment on the phone or online, the person will be presented with the Online Model Specific Maintenance Menu, (**EMENUS AUTOMOTIVE**).

In addition to being able to schedule a repair concern and up-to-date maintenance services, the customer's appointment will appear in the Dealer's DMS and a repair order complete with accurate Op Codes and pricing can be processed when a customer arrives at the dealership. All of this occurs without disturbing the dealership's personnel or management for system setup, maintenance, implementation or getting the customer in the door. This allows the dealership the time to do the most important job – take care of the customer, while iPACS takes care of everything else.

iPACS' mission is to create the best online turn-key solution by integrating best-in-class menus, scheduling, data feed, email marketing, call center and customer service systems in the industry. The solution cuts dealerships' costs and increases revenue streams by making sure that the dealership's information is current, accurate and reaches the customer without the dealership having to do any of the work. For more information call iPACS at: 281.239.5265 or visit www.myipacs.com.

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