

# AutoIMS Discusses 2018 Strategy

## 2017 Accomplishments Highlighted

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FOR IMMEDIATE RELEASE

**Atlanta, GA** The AutoIMS leadership team announced highlights of their 2018 plan earlier today. Key components of the strategy include:

- Sharing client and auction best practices and expanded educational offerings for AutoIMS clients
- Continuing to evolve and expand the Technology 2020 Plan, including mobile strategy
- Recognizing and celebrating the company's 20<sup>th</sup> anniversary
- Launching a new Client Experience initiative

The team also reflected on accomplishments from the previous year. 2017 highlights include:

- Achieved 99.97% platform uptime, released password security enhancements, upgraded legacy systems and system infrastructure with no service disruptions
- On-boarded 28 auctions, 18 consignors and several new 3<sup>rd</sup> party providers
- Trained hundreds of consignor and auction professionals
- Sponsored and presented at Used Car Week, hosted committee meetings at IARA's Summer Roundtable, and sponsored the CAR Conference
- Sponsored and presented at multiple Auction Academy events, and other client events
- Continued progress and modernization through Technology 2020 Plan
- Launched Artists & Scientists ad campaign, a new product catalog and published a white paper on Auction Charges
- Customer Service team evolved to Client Support and handled 7,400 calls with an average hold time of nine seconds and 96% completion rate. The team is currently adopting the Salesforce.com CRM platform
- Remodeled Atlanta-based headquarters and rallied employees to contribute more than 152 pounds of food and \$3,000 to the North Fulton Community Charities

### About AutoIMS

AutoIMS connects more than 1,200 commercial vehicle consignors, 650 automobile auctions, and dozens of 3rd party providers, to drive efficiency and increased returns across the entire wholesale remarketing value chain.

As the trusted technology service provider to the industry, AutoIMS delivers applications and solutions that streamline data connections and wholesale remarketing inventory management. Learn more at [www.autoimssolutions.com](http://www.autoimssolutions.com) or [www.autoims.com](http://www.autoims.com).

### For more information:

Joe Miller, Vice President of Client Experience  
678.597.3928 or [jmiller@autoims.com](mailto:jmiller@autoims.com)