

# Remote Support for DMSconnect

## AsyncUp Adapts ScreenConnect for DMSconnect

### Customer

- AsyncUp LLC
- Headquartered in Levittown, New York
- Provider of push and pull software for DMS

### Challenge

Find a remote support solution that:

- Controlled Remote Access
- Had no dependency on local staff to start connections
- Was easy to understand and use
- Had great customer service from the developer

### Goals

- Integrate a remote access solution that could be automated on the guest and host side to minimize security risks and connection issues

### Results

- Chose to integrate ScreenConnect with some custom settings that permitted the hybrid remote access solution.

### Introduction

DMS, dealership management software, has been a staple in most automobile dealerships for over twenty years, maintaining information related to inventory, VINs, license plates, mileage, bar code labels, buyer's guides, and much more. These software solutions contain a huge amount of data that is critical to other solutions, such as customer relationship management (CRM) tools, credit check software, financial applications, electronic registration, payroll, and analytical applications. So how can all of these varying tools access information from the proprietary formats maintained by the different DMS providers? They need a "Rosetta Stone," a software solution that can understand what one application is asking for, retrieve that information from the DMS, and relay it efficiently in real time.

Enter AsyncUp and their DMSconnect software, which provides that intermediary step between the DMS and all the other tools necessary to let the dealerships function as expected.

### Push & Pull Data

DMSconnect was designed specifically for the automobile dealership industry as the glue that holds the different applications together, permitting the legacy DMS tools to work effectively with the newer CRM solutions, auditing tools, payroll software, etc. These different applications want to share data between each other and with the DMS, where the DMS acts as a central proprietary database that doesn't always play well with others. DMSconnect works with each of the different vendor applications to understand what information they need and then translates that to the DMS, pushing and pulling data from one application to the other. This prevents conflicts that would arise between the hundreds or thousands of tools trying to access the same DMS information.

DMSconnect, originally part of DealerUps and now under AsyncUp, has been around since 2002. The software has been implemented in over 1000 dealerships in the United States, with pending implementations across another 15,000 in the coming months. That constitutes approximately 20% market share ownership in the US, with huge strides made over the past few years.

### Remote Support

DMSconnect works by residing on a dedicated computer at the dealership that the AsyncUp team has access to for updating, troubleshooting, or training. But when it came to accessing the computer

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Dave Lampert  
President - AsyncUp

remotely, the AsyncUp team required a tool that they could rely on to establish the remote connection.

“We were currently using GoToMeeting and GoToAssist to establish the connections and troubleshoot the computers. We had also looked at LogMeIn and about a dozen other web collaboration and remote access software tools. We finalized the list to four solutions that worked well on the remote support side of things,” explains Dave Lampert, President of AsyncUp. “We didn’t want a connection that was always open, and we didn’t want to rely on someone on site to start the session; that would be unreliable at best and potentially annoying for the client. So we needed a way to remotely start and stop a remote access option, and the flexibility of ScreenConnect provided exactly what we needed.”

## Comparing Solutions

Lampert and his team looked at over a dozen web collaboration and remote support tools, and they had some initial guidelines for what they wanted:

- Controlled Remote Access
- No dependency on local staff to start connections
- Easy to understand and use
- Great customer service

“ScreenConnect didn’t have the oddities of the other solutions we reviewed, it was easy to understand, and it worked,” says Lampert. “Also, the customer service was great; we were able to connect directly with a developer to discuss our needs.”

In addition to the many features of the program, ScreenConnect comes with an open architecture and supports an aggressive plug-in design that not only allows for advanced customization by ScreenConnect but can also be done by the customer themselves. “We have a lot of customers who have chosen ScreenConnect and integrated it completely into their own solutions, creating their own menu item functionality with no help from our developers required,” says Jeff Bishop, Business Development Manager at Elsinore Technologies. “It’s interesting to see what some of these companies have come up with, and unless you are paying very close attention you would never know it’s ScreenConnect.”

## Results

Through a small customization to the software, the DMSconnect support team can send a message to the DMSconnect machine at the dealership with the session information and start the connection without anyone actually being there, achieving both goals of security and minimal dependency on the staff at the dealership. “The result is faster response time and overall higher customer satisfaction,” explains Dave Lampert. “Since implementing ScreenConnect we have discontinued our use of GoToMeeting.”

## Elsinore Technologies

Elsinore Technologies has been an industry leader in on-premises software applications since 1995. The primary product line is IssueNet, an enterprise-level issue management software commonly used to manage software bug and defect reporting, helpdesk ticketing, ITIL, or other issue management needs in manufacturing, product management, and more. Elsinore’s second product is ScreenConnect, a self-hosted remote support solution, designed to provide customers with a scalable remote support solution at an affordable price.

## About ScreenConnect

ScreenConnect is a self-hosted remote support application that allows users to control the desktop of their customer’s Windows, Mac, or Linux computer. Since the program is self-hosted, there are no monthly licensing or support fees. Licensing is concurrent; licenses are linked to the number of active sessions, not the number of support representatives.