



GRANITE
TECHNOLOGY SOLUTIONS

Missoula
NISSAN & HYUNDAI

CASE STUDY:

Granite Helps Missoula Nissan & Hyundai Save Costs – and Time

Missoula Nissan & Hyundai Improved Its Security and Customer Satisfaction With Granite's IT Support

The Challenge:

Missoula Nissan & Hyundai, a car dealership based in Montana, needed help tackling its day-to-day technology issues. Outdated technology and a lack of IT support left its network vulnerable to cyber security risks and frequent outages.

The company knew it needed support from a fast, reliable technology provider to get its voice, IT, and security up-to-date.

The Action:

- ✓ Granite upgraded Missoula Nissan & Hyundai's phone system to a cloud-based solution at the start of the pandemic.
- ✓ With Granite's help, the company sourced a new firewall and replaced all outdated workstations in October 2022.
- ✓ Granite provided guidance to help the dealership receive a cyber security grant for Montana businesses to offset upgrade costs.
- ✓ The Granite team now handles management and updates for all of the dealership's computers and IT systems.
- ✓ Whenever an issue with the company's phones, IT, or security arises, Granite is quick to handle it.



“An email scam almost cost our company a lot of money.

Thankfully, Granite was able to find and **resolve the problem quickly.”**

- Michelle Jorgensen,
Controller, Missoula Nissan & Hyundai

“The Granite team is **really easy to work with. They're always quick to take over and fix our issues, which leaves us free to do our jobs.”**

- Michelle Jorgensen,
Controller, Missoula Nissan & Hyundai



The Results:



Missoula Nissan & Hyundai now has **a single, reliable provider** for all phone, IT, and security needs.



Granite's cyber security solution helped the dealership protect their finances by **warding off a sophisticated email scam.**



All company computers are now **100% up-to-date** with antivirus, antiphishing, RMM, and backups.



Granite helped the dealership navigate acquisition of a state funded grant for small businesses to fully cover onboarding and upgrade costs.



Granite's mobile app helps the company's team never miss a call – resulting in **higher customer satisfaction.**