



## **StoneEagle Names Kathy Burns Chief Customer Officer as Company Continues to Build for the Future**

**Richardson, TX- January 14, 2022-** StoneEagle, the leading automotive industry provider of F&I and Service metrics for the last 35 years, today has named Kathy Burns its new Chief Customer Officer. Burns has worked at StoneEagle for almost two years, most recently as the company's VP of Enterprise Client Success. During this time, Burns implemented a new approach to client support and communication- helping StoneEagle maintain enterprise-level client retention consistently above 95%. Over 6,000 automotive dealership customers now use StoneEagle's retail solutions- growth that required collaboration, challenging processes, flexibility, and team transformation. Under Burns' leadership, the client success teams at StoneEagle have merged into one cohesive unit- providing exemplary support to all customers, regardless of the size of their business.

Cindy Allen, CEO of StoneEagle, expands on these recent transitions by noting, "We are excited to have begun the journey of upgrading StoneEagle's enterprise clients from legacy systems to the most advanced administration platform on the market today, StoneEagleADMIN. Cindy Allen, CEO of StoneEagle, expands on these recent transitions by noting, "We are excited to have begun the journey of upgrading StoneEagle's enterprise clients from legacy systems to the most advanced administration platform on the market today, StoneEagleADMIN. Structuring our teams, processes, and migration approach in the most scalable way possible is critical to helping our clients leverage the tremendous efficiencies offered by this new platform. This is foundational in enabling our clients to differentiate their organizations as quickly and effectively as possible. Kathy's depth of knowledge and extensive experience in undertakings of this scale, coupled with a track record of high client satisfaction throughout the process is exceptional. Having her lead our incredibly talented client-facing management team during this season of growth keeps us focused on our clients' success as we grow."

In her new role, Burns will expand StoneEagle's account management presence- continuing to build teams for both the retail and enterprise divisions of the company. Ensuring client stability is Burns' primary focus as Chief Customer Officer as she oversees the entire customer lifecycle from implementation to product use expansion. Burns' concierge approach to Automotive will mean creating tools for her team that care guard individual client relationships at StoneEagle while building strong bonds against measured results.

**About StoneEagle**

StoneEagle provides innovative solutions and legendary customer service to the retail automotive industry. Founded over 30 years ago, StoneEagle offers industry-leading F&I and Service metrics reporting, menu sales tool and F&I product administration solutions that make it possible for users across every facet of the F&I value chain to drive performance, improve efficiency and increase profitability. StoneEagle's solutions meet the needs of over 6,000 retail auto dealerships, as well as general agencies, F&I product providers and OEM's throughout North America.

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