



CASE STUDY



Fast broadband streamlines daily operations SJ FULLER AUTOBODIES

ABOUT

SJ Fuller required a secure and reliable internet connection, allowing its repair specialist technicians to perform vehicle diagnostic and update works. Workers regularly need access to the internet to order vehicle parts or view PDF manuals.



BUSINESS CHALLENGE

- SJ Fuller required a secure and reliable internet connection, allowing its repair specialist technicians to perform vehicle diagnostic and update works. Workers regularly need access to the internet to order vehicle parts or view pdf manuals, for example.
- The company also acknowledged customers in reception can be waiting a long time depending on the duration of their repair. Guest WiFi can improve their customer experience.
- Finally, the business recognised that by providing guest WiFi, they will comply with UK legislation and be prepared for General Data Protection Regulation (GDPR) when it is introduced in May 2018. This new regulation is intended to strengthen and unify data protection for all customers.

“ I have been a customer of Datakom since they started business, supplying me with a landline, telephones, business mobiles and internet. The service levels are of the highest standard. The benefit of now having DataKom:GuestWiFi is that the same connection now covers our customer waiting area, providing our customers with access to free WiFi. ”

Steven Fuller

KEY SOLUTIONS



DATAKOM GUEST WIFI
Complete access to the internet in all areas of the venue for visitors.



FAST CONNECTION
The technicians are now able to access online product documents quickly – streamlining activities and reducing tie spent on vehicle repairs.



SELF-MANAGEMENT
Ability to manually make changes to settings by using the simple web portal.



SECURE BROWSING
Adheres to data protection regulations.



BRANDED REGISTRATION PAGE
The venue is now able to capture registration data such as email addresses.



TAILORED PROMOTIONS
Personalised offers to encourage repeat business and customer loyalty.



TRAINING PROVIDED
Training provided on how to use the user web portal and marketing features available.



ONGOING SUPPORT
The DataKom team is always on hand for any queries.

Call us today on

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