

## SJ Fuller Autobodies

SJ Fuller Autobodies is an independent autobody repair business that deals with insurance companies, accident management companies, fleet managers, and private individuals.



### BUSINESS CHALLENGES









- 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 the UK legislation and be prepared for the 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 SCG 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 SCG guest WiFi is that the same connection now covers our customer waiting area, providing our customers with access to free WiFi.

Steven Fuller

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### KEY SOLUTIONS

-  **SCG 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 time spent on vehicle repairs.
-  **Self-management:**  
Ability to manually make changes to the system 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 SCG team is always on hand for any queries.

Contact us today

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