



## ZeroICT Hotspot - Auto Service Department



### The Challenge:

Our customer was building a new automotive service department and wanted to offer the best customer service in the industry. As part of this plan the customer wanted to install a WiFi Hotspot and kiosks in the waiting area so that customers waiting to collect their vehicle could use the internet. The customer required a secure system that ensured that visitors could access the web with ease without being able to access inappropriate content. They wanted a solution that was fully supported so that their service staff did not use valuable time showing customers how to use the service. They also wanted a way to capture the email addresses of the individuals using the service to request feedback on their service experience and advertise special offers.







### The Solution:

ZeroICT demonstrated the ZeroICT Hotspot and internet Kiosks to the customer who was impressed with both the ease of use of the kiosks and accessing the system via a laptop. ZeroICT demonstrated the content filtering that stops users from accessing inappropriate material and showed them an example splash page where users would register for the service.

The customer contracted ZeroICT and we got to work with the building developers, interior design and fit out teams to create a suitable location for the Kiosks that provided maximum privacy for users. We worked with the fit out teams to assist our customer in choosing suitable furniture for the kiosks.

ZeroICT provided all Occupational Health and Safety documentation and safe work method statements to install in a building site to ensure both the safety of our staff and other workers at the site. During the first fix stage ZeroICT's master cabling attended site and installed the base cabling infrastructure. In the final stages before opening, ZeroICT Technicians installed the kiosks and ZeroICT Hotspot and tested the service. We provided marketing material informing the visitors that the service was there and how to use it.

### The Benefits:

-  Increased Revenue and profitability due to overall increase in customer visits.
-  Improved customer satisfaction, less complaints about wait times.
-  Dealer websites elevated in search engine rankings due to the ZeroICT Hotspot advertising further increasing customers.
-  The service staff have no hassle, if there is ever a question on how to use the service, they point the customer to the ZeroICT support call centre or email address.
-  ZeroICT provided an additional value added service on the log-in page which allowed customers to provide feedback on their car servicing experience giving our client valuable information.
-  The customer won an award for their Service Centre facility.

Call us now to arrange your FREE ZeroICT Hotspot trial!

