



**OUR
CUSTOMERS
TELL IT
LIKE IT IS**

(SPOILER ALERT
WE'RE AWESOME)

Customer testimonial: **Wynyard Motor Company**

Wynyard Motor Company, prestige car specialists in the North East of England, moved their phone system to Enreach in the midst of the COVID-19 pandemic with the aim of finding a provider that really cared about their business and didn't provide fluctuating monthly bills.

The company required a cloud phone system with advertising on hold and call recording to enable their team to work wonders through the pandemic and beyond. But, perhaps even more importantly, they were looking for a best-in-class customer experience after a less than perfect experience with their previous supplier.

When switching from their previous provider to Enreach, the customer described the process as, put simply, **"a doddle"** which is exactly what we aim for!

The customer experience is the most important thing to us at Enreach and Wynyard motor company were no exception. In this instance, our after sales support was described by the customer as **"one of the best experiences"** they've ever had – now that's what we call working wonders!

Greg Ramsey, of Wynyard Motor Company spoke of the service he received from Enreach

"The install was very efficient, I will add that there was a fault with the install and one of the handsets would not work. 24 hours later a new handset was programmed and sent, and a site engineer was on site to fix this extension. The company sales, but more aftersales are on the phone to me if I have any questions, be it for my smart phone app to the actual running of the system."

He continued;

"I am in the service industry retailing cars, so I understand customer service is paramount. If you want a first-class phone system, with the best customer service then give this company a call."

All in all, our customer felt "100%" supported during the pandemic, with our team there for him and his team every step of the way.

Can we help your team work wonders?

Let's talk and find out...

call: **0800 097 6543**

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