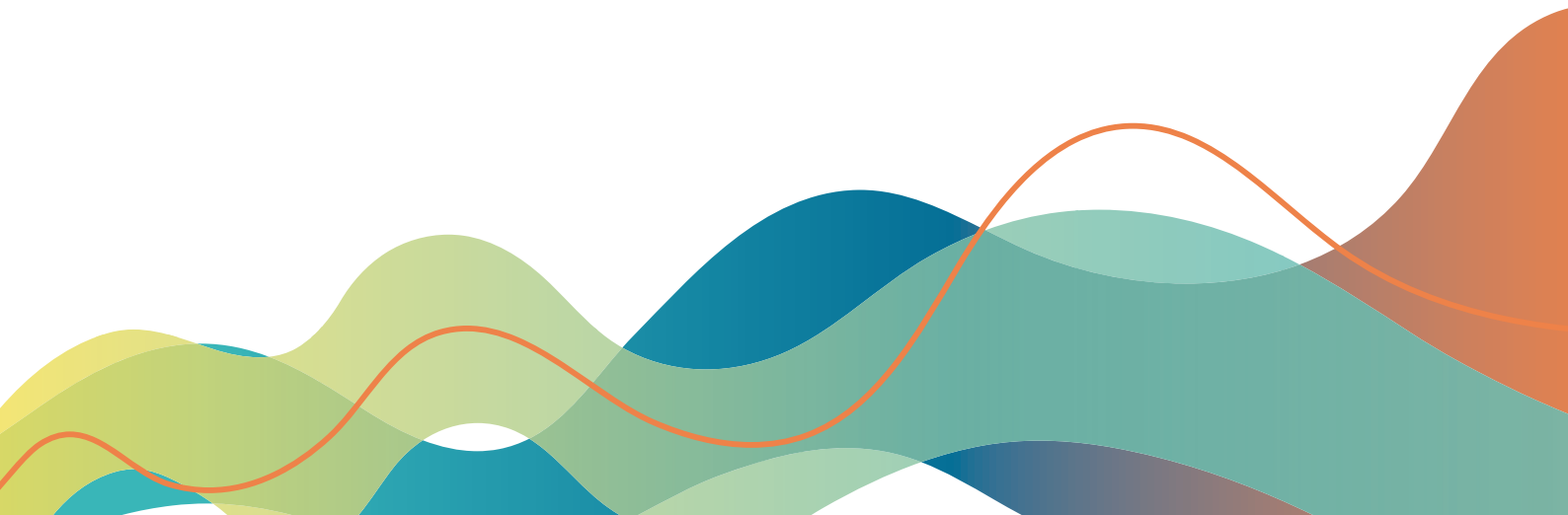


Success Story

Digital revolution and top customer care with Snom

EUROCAR
ITALIA



Eurocar: Digital revolution and top customer care with Snom

Eurocar Italia, 100% controlled by Porsche Holding, is a group of dealerships providing commercial and after-sales services for passenger cars in the Volkswagen Group. The company now employs around 1,720 people in 44 locations following numerous acquisitions. In order to meet the daily challenges of its complex organisational structure, Eurocar decided to revolutionise its telephony system and the terminals it uses in its facilities to overcome the limitations of outdated systems that are no longer scalable.

The need to overhaul obsolete equipment

To meet the needs of a multi-location company in a unified way, Eurocar decided to adopt a new telephony platform, using Snom telephones in twenty-five of its dealerships, with plans to roll them out to a further five in the near future. A decisive factor in the migration to VoIP was the need for a telephone system and terminals that allowed greater employee mobility and better internal communication between sites while fa-





Eurocar dealership, Florence



ilitating first-class customer service. This latter aspect was crucial in choosing a new telecommunications platform and Eurocar's decision to work with Snom, as the company was able to respond to the challenging structure of dealerships.

"A solid and reliable terminal was needed, one that guaranteed Gigabit connectivity as well as excellent audio quality. The Snom brand is known for its sturdiness, ease of provisioning, and the versatility of its terminals," states Roberto Vagata, Project Manager of Digital Net, Snom Technology's partner for over seven years and a trusted Eurocar supplier.



Roberto Vagata, Project Manager Digital Net

A new beginning aimed at customer care

Eurocar opted for the Snom D717 IP terminal for most of its workstations, with over 350 phones installed, along with a smaller number of DECT M70 phones with DECT M900 base station. In the first half of 2022, 400 phones are expected to be deployed. The IP terminal installation process was carried out by Eurocar through Snom's self-provisioning portal thanks to a quick and easy procedure that allowed the phones to be independently configured in a very short period of time. This product feature is one of the most highly appreciated by Snom customers and partners. Last but not least, Snom's continuous support was counted among the most satisfactory elements during the entire procedure. The switch to the new platform and the new Snom terminals provided the organisation with call tracking for both the dealerships and garages in order to provide complete coverage of requests and meet all customer needs more efficiently than ever before. The migration also allowed the various Eurocar branches scattered throughout Italy to become a single, organic entity.

"Snom telephones are perfect for a multi-location company like Eurocar, so numerous new installations are planned for 2022," concluded Roberto Vagata.

Snom Technology GmbH

Wittestraße 30 G · 13509 Berlin, Germany

Phone: +49 30 39833-0 · Fax: +49 30 39833-111

officemanagement@snom.com