

## Case Study – RAC

### Client Company Synopsis

Since its foundation in 1897, the RAC has consistently been at the forefront in developing motoring services, introducing uniformed patrols in 1901 and roadside emergency telephone boxes in 1912. Today it boasts the world's most advanced computer systems for handling roadside assistance. As an RAC company, RAC Warranty is the UK's premier name for the provision of warranty and F&I products to the motor industry.

### Project Brief

The existing leased line service was too slow, unable to cope even with the daily email traffic. An improved service was needed to substantially increase speed while reducing cost.

### Fluidata's Role

RAC Warranty chose an SDSL Leased Line service from Fluidata. This delivered the same guarantees as the leased line is replaced, with enhanced support and cost savings. Pre-configured hardware, SMTP port forwarding and 24/7 support, meant that RAC Warranty were able to make a quick and clean switch to Fluidata.

### Client Feedback

"Fluidata were able to quote and deploy a fast service. Everything went to plan and they have given us far better support than our previous leased line provider.

The service has been extremely reliable, and we were encouraged by Fluidata's efforts in ensuring a smooth transition. It's considerably faster than our previous leased line, and we're already looking to upgrade the circuit further.

It's been a refreshing change to be able to pick up the phone, call my account manager and know that he's in a position to immediately help. Fluidata Support have been proactive in all areas, and assisted wherever possible in troubleshooting network and email issues.

I've no hesitation in recommending Fluidata, particularly because whoever you speak to is trained and equipped to deal with your problem, so you don't spend the whole day being transferred between departments, endlessly repeating your problem!"

Further details on Fluidata's products and services can found online at [www.fluidata.co.uk](http://www.fluidata.co.uk) or by calling one of our Account Managers on 0845 868 7848.

