



Case Study – Furniture Village

Furniture Village are one of the UK's market leaders in furniture retail with over 17 years trading experience and 36 stores nationwide. They also offer home delivery service along with the best furniture sourced from around the world. In order for the company to deliver a consistent level of high quality service they must be able to rely on their resources and suppliers to do the same.

SCT Mobile have been supplying mobile phones to Furniture Village for 12 years and in this time the company has grown from approx 40+ mobile users to the current 160. In this time SCT have been able to offer competitive and bespoke tariff solutions to suit the company's changing needs and requirements. This has been monitored by conducting regular tariff reviews, annual contract re-signs and staying in constant contact with the customer to enable us to fulfil our obligation as a supplier. In addition to the mobile phones we supply them we have also implemented BlackBerry devices for the managers and directors to enable them to stay in contact with their colleagues and associates both in the UK and abroad.

Due to the road traffic laws and the dangers of using a mobile device whilst driving, Furniture Village also take full advantage of the car kit installation service that SCT offer. With local and nationwide skilled engineers at our disposal SCT can have a car kit installed on a customer's site with just 48 hours notice. In addition to this SCT also offer the maintenance and repair of the kits to ensure they are safe and abide by the current laws. This service is paramount to the smooth running of Furniture Village's customer service due to the length of time their drivers spend on the road and the importance of staying in contact whilst away from the store.

