

Testimonial - Gatwick Holiday Parking

From a customer service point of view the system is extremely good and allows me to make decisions on damages quickly and efficiently, which is a **massive improvement** compared to what we had in place before its installation.

The system is **very user friendly** and searching for vehicles is quick and easy.

I like the fact that there are 100 images and I can **change angles to view certain areas** of the vehicle.

The **video function is also very good** as the customer can just continue to drive and the images are still taken, unlike other systems where the customer has to stop while the images are taken.

Since the new system was implemented I have seen a **drastic reduction of claims coming through** for new damage as the team are able to refute these cases onsite by showing the customer the pre-existing damage.

From what we have seen already and from the **reduction of damage cases** received I would recommend having this system at all of our sites.

Kind regards

Shamir Ebrahim
Customer Service Manager – Airports South
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