

## AUTOMOTIVE INDUSTRY CASE STUDY



# M&A Coachworks love their improved team collaboration

## THE BUSINESS M&A Coachworks

M&A Coachworks are luxury vehicle repairs and bodywork specialists. They hold full structural repair approvals or certification from Aston Martin, Bentley, Ferrari, Jaguar, Land Rover, Maserati, McLaren, Mercedes Benz, Alfa Romeo, Lotus and VAG Group.

Client since 2015

Industry Automotive

Based in East London

Website [macoachworks.co.uk](http://macoachworks.co.uk)

## THE CHALLENGE

Before M&A Coachworks engaged CJAZ as their Managed Service Provider, they had a very poor service experience from their previous IT support company.

There were daily IT issues including: backups that weren't happening, servers kept being changed, and the clients felt they were being asked technical questions the IT support company should have had the answers to.



## THE PROJECT

As soon as CJAZ started working as their IT Partner, the immediate priority was planning and designing the best infrastructure solution for M & A Coachworks.

This included installing two new servers allowing all of M&A's IT systems to be backed up daily and ensure, should any data be lost, that it could be retrieved quickly and easily.

Most recently CJAZ have undertaken migrating all three M&A Coachworks sites to Office 365.

## THE RESULT

The recent Office 365 migration has helped the 45 team members to efficiently manage their own workloads and deliver a seamless service to their clients. Excellent customer service is paramount to M&A Coachworks spotless reputation and continued success.

## CJAZ SERVICE BENEFITS

- Super responsive service
- Improved efficiency
- Business continuity
- Stay competitive
- Business growth
- Cyber secure
- Save money
- Secure data.

"I can't fault the customer service we receive from CJAZ, they are always very quick to respond to any issues, the whole team is always helpful and friendly. They are also prepared to go the extra mile and work out of hours which helps my staff carry on business as usual. I am 100% happy to recommend their IT support services."

"Since employing the services of CJAZ, we haven't looked back. Their culture and ethos means they integrated themselves in our business, acting as a true partner and providing us with the service our expanding business requires."

Dean Dionisiou, Director, M&A Coachworks



**Thinking of switching?**

**Let's talk. Please call 020 3950 0360  
or email [info@cjaz.co.uk](mailto:info@cjaz.co.uk) today!**