

MARIANNE WEBB'S CASE STUDY

# ELEVATING CUSTOMER SATISFACTION AND EXPERIENCE

## CHALLENGES

- Too hot in summer weather
- Too cold in winter time
- Loud noises during bad weather
- Leaks

## BENEFIT - ONE

All year round useability

## BENEFIT - TWO

Add space to their home

## BENEFIT - THREE

Installed in One day!



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## OBJECTIVES

Provide a useable area through quick and high quality service to improve Marianne's comfort and add an extra room to her home, which was used as a deposit.

THIS SERVICE JUST GOT BETTER  
AND BETTER WITH EACH CONTACT!

## DECISION

Marianne's decision to entrust us with the transformation of her conservatory roof was born out of a culmination of persistent challenges and a desire for a more comfortable living space.

With a glass roof that tinted the room an oppressive shade of blue during summer and allowed the cold to seep in mercilessly during winter, her conservatory had become a place of discomfort rather than enjoyment. The issues of persistent leaks during rainfall and disruptive noise added to her frustration, ultimately relegating the space to a mere storage area.

While concerns over the costs of remedying these problems loomed large, the constant intrusion of leaks and the relentless clamour of noise reached a breaking point. It was then that Marianne embarked on a quest for a solution, conducting meticulous research and evaluation.



LEAKS



HEAT



NOISE

### THIS SERVICE JUST GOT BETTER AND BETTER WITH EACH CONTACT!

Sales was leading and design survey were all good. The installation was outstanding - very friendly and professional (In spite of very difficult weather!) General customer service was very friendly and feel personal. I would have no hesitation about recommending you.

A big thank you!

MARIANNE WEBB



### SOLUTION

Our proposal, which not only promised to address these longstanding issues but also offered long-term cost-effectiveness, stood out as the most compelling option. Marianne's decision to trust our expertise ultimately transformed her conservatory into a haven of comfort and functionality, proving to be a decision she would later deem her best one yet.

Marianne's journey began with a warm welcome from the sales team at SMARTPANELS. Their professionalism and knowledge set the stage for a positive customer experience. Design concepts and quotes were expertly tailored to her vision and budget. Our commitment to delivering an excellent result left a lasting impression once the project was complete.

### RESULTS

The initial survey perfectly aligned with Marianne's expectations, showcasing a deep understanding of her vision and budget and the installation crew's dedication in adverse conditions demonstrated a commitment to the company excellence.

Her heartfelt thank you and recommendation without hesitation underscored the trust and satisfaction she gained from her experience with SMARTPANELS.



**Installation Process Outstanding 5/5**



**Customer Service Outstanding 5/5**

