

**islonline**

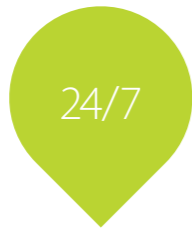
Bolton Gate Services  
Case Study

■ WHO IS BOLTON GATE SERVICES

Bolton Gate Services provide repairs and maintenance for a huge range of industrial doors and shutters.



Highly skilled experts



Nationwide cover



Maximum response time



[www.boltongateservices.com](http://www.boltongateservices.com)

■ BOLTON GATE SERVICES NEED

- To improve support to on site engineers using Samsung tablets.
- To decrease time for issue resolution.
- To decrease mailing costs for sending Samsung tablets for troubleshooting.

■ SOLUTION

- ISL Online Remote Desktop and Live Chat.
- Apps for computers and Android devices.
- Remote desktop, live chat and web conferencing software included.

■ BENEFITS

- On site and fast support to engineers' tablets
- Improved performance of the employees
- Significant reduction in costs
- Decreased administration operations
- Significant reduction in employee downtime spent without their tablets
- Faster issue resolution
- Increased revenue for using live chat

■ **BOLTON GATE SERVICES**

Bolton Gate Services is a privately owned business established in 2002. Approximately 130 highly trained employees offer 24 hours and 7 days a week emergency maintenance for automatic entrance systems and loading bay equipment. Based in Bolton in the North West England, they have 15 fully stocked and strategically placed nationwide depots in order to guarantee a maximum 4-hour response. Bolton Gate Services have a fleet of fully equipped vehicles, ready for any kind of event and equipped with a wide range of trade critical equipment and spare parts. Employees are highly skilled experts in numerous products and processes because the company invests heavily in their training. If a knowledge gap appears, Bolton Gate Services has a 'Knowledge' online booklet that provides an extra resource for further technical support, wherein the engineers can call colleagues all over the country and draw on their specific expertise. Bolton Gate Services use an on-site quick price quote software that enables engineers to carry out a price quote and offer maintenance and services immediately, thus saving time and money on costly breakdowns. The company achieved a turnover of £8.5 Million in 2015.



■ **WHY ISL ONLINE**

Bolton Gate Services chose ISL Online after an extensive in-depth research of remote desktop solutions. High reliability and compatibility with the Android OS were the two main reasons why Bolton Gate Services chose ISL Online as their remote desktop solution.

“The reason for choosing ISL Online was the ability to take control of many Android tablets that we use. This way I am able to offer our engineers remote support when they need it the most. The live chat function that came as part of the package also enabled us to boost inquiries, which we soon converted into orders. This has covered the cost of the software in less than two months.”

**Chris Ingleson, Head of engineering support**



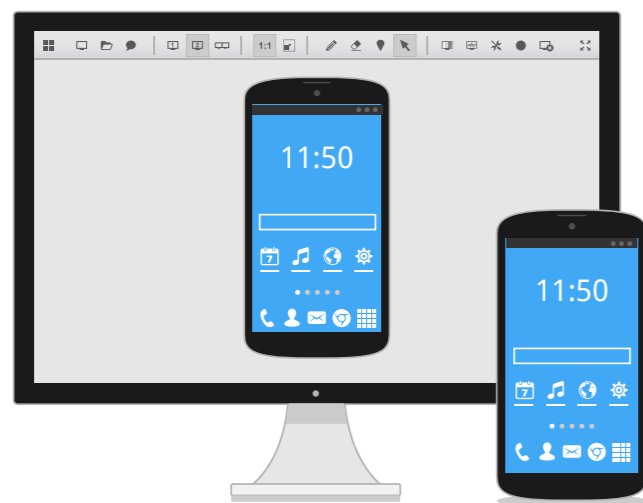
## ■ SOLUTION

ISL Online Remote Desktop is a perfect solution for Bolton Gate Services since it enables the headquarters support team to provide engineers on the field with immediate technical help. The Bolton Gate Services engineers are spread across the UK and currently use 90 Samsung tablets daily. In the past, when facing a technical issue with a tablet, a Bolton Gate Services engineer had to physically mail the problematic tablet to the headquarters, where the support team then dealt with its issues. Sometimes a tablet arrived even for the simplest of issues.

Nowadays, when Bolton Gate Services engineers bump into a technical problem regarding the software or any other technical issue for that matter, they simply call technical support. They are quickly given a session code which they enter into the ISL Online app, then join a remote session with a single click, and sit back and watch the issue being solved.

“When I receive a telephone call from the engineers, I give them a session code and take control of the tablet from wherever I am,” describes the procedure Chris Ingleson, head of engineering support. “I can then quickly and efficiently sort any issue with the tablet, while the engineer is still on the site.”

Bolton Gate Services also implemented the ISL Online Live Chat function on their website in order to communicate with potential clients more efficiently. This turned out as a very good decision, since the possibility to communicate with online visitors through Live Chat has already proved well in increasing the revenue.



## ■ BENEFITS

“Ever since Bolton Gate Services started using ISL Online Remote Desktop, the mailing costs between the headquarters support team and on-field engineers have dropped significantly,” explains Chris Ingleson, head of engineering support. “ISL Online has also contributed in significantly reducing the downtime, engineers spend without their tablets. Furthermore, the Live Chat function added to our website has even generated additional revenue.”

Key benefits for using ISL Online at Bolton Gate Services:

- Improved performance of the engineers on the field.
- Significant reduction in mailing costs.
- Decreased administration operations.
- Transparent view of the real-time situation.
- Majority of technical issues solved through ISL Online Remote Desktop.
- Significant reduction in engineers’ downtime spent without their tablets.
- Faster issue resolution.

## ■ ABOUT ISL ONLINE

ISL Online is one of the pioneers of the remote desktop control industry. Since 2003, ISL Online has been providing cloud-based (SaaS) and on-premises (Server License, Private Cloud) remote support, remote access, live chat and web conferencing solutions to over 300,000 businesses across 100 countries, with Japan being the strongest market. ISL Online allows users to access and control any Windows, Mac or Linux computer in seconds from any computer or mobile device or to provide ad hoc technical support to mobile device users. ISL Online has been developed by XLAB, a software development company headquartered in Europe, with offices in Slovenia, Switzerland, the UK and the USA. Visit ISL Online at [www.islonline.com](http://www.islonline.com).

# TRY ISL ONLINE

The first 15 days are on us.

