

STOTZ Equipment Improves Customer Service and Productivity with Boosted Cell Signal

Today's businesses count on the reliability of their communications systems for both regular business operations and customer service, which makes consistent cellular connectivity crucial. When connectivity becomes unreliable, businesses are faced with situations that can negatively affect both their bottom line and their reputation. STOTZ Equipment, a farm equipment and tractor dealer in Casa Grande, Arizona, discovered this first hand when they began experiencing poor cellular connectivity and constantly dropped calls in their facility.

THE CHALLENGE

STOTZ Equipment was having connectivity problems in their 20,000 square foot facility. Dropped calls and spotty service were negatively impacting business operations, productivity and customer service. **Employees were struggling to connect with customers and with each other, cutting down on efficiency and risking the reputation of the business.** STOTZ Equipment needed a fast solution for this connectivity problem and looked to WilsonPro for a solution.

THE SOLUTION

The WilsonPro Certified Installer on the project, identified STOTZ Equipment's office as a prime candidate for a WilsonPro cellular amplifier system, also known as a passive DAS. Ideal for rural or agricultural settings like that of STOTZ Equipment, passive DAS is an efficient way to improve cellular performance without disrupting daily operations and at a much lower price than active DAS. Recognizing the need for stable cellular coverage on STOTZ Equipment's preferred provider, Verizon,

Retail



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the installer added a WilsonPro cellular amplifier system to optimize cell coverage in the STOTZ office. This provided a higher level of reliability for cellular communications within the office. The bonus of a WilsonPro solution is that its carrier-agnostic product line benefits all users regardless of cell service provider.

THE RESULTS

The entire project was finished in two weeks from initial contact with WilsonPro to installation. Right away, STOTZ experienced vastly improved cellular performance with the cellular amplifier system in place. This turn-key solution customized to STOTZ Equipment's needs provided stable, accessible coverage across all carriers, including STOTZ Equipment's preferred Verizon network. Employees and customers could make calls and texts inside the building, which improved customer satisfaction and productivity. Now, STOTZ Equipment enjoys better connectivity, communications and productivity.