



# SCANIA

Scania (Great Britain) Limited

8<sup>th</sup> May 2014

To whom it may concern,

We first found out about ARC Services in 2008 through an existing support partner who was tasked with providing a fully managed wireless network as a LAN extension in each of our 50 sites within the UK for running diagnostics test on trucks. Our existing support partner didn't have in-house expertise in this area at the time so ARC was sub-contracted. We advised our independent dealers about this service and the solution was taken up by three of our independent dealers expanding the site count to 66 including two sites in Northern Ireland.

In 2011 our preferred supplier had expanded and was now able to offer support and maintenance in-house. We were happy with the service that we were getting from ARC and insisted that our support partner continue to use them for the remainder of our contract and in January 2012 we took up a managed service contract directly with ARC.

Also in 2011 we had an internal audit requirement to provide public wireless internet access at each of our 50 sites for customer/guest access. This was no problem for ARC who utilised some of the existing infrastructure and ensured that the networks were secure, resilient and met legal requirements.

The infrastructure has always been very reliable and the staff and engineers are knowledgeable and friendly.

We have regular service review meetings and are kept up to date with changing technologies, usage statistics and improvement recommendations.

ARC has always provided excellent project management when rolling out new sites and upgrades.

ARC also provides us with support on 50 laptops which are used at our sites for training purposes.

Now in 2014 we have new demands from our business that are technology dependant and we have confidence that ARC is able to support us with our future requirements.

David Boss  
IT Network Manager



# SCANIA

Scania (Great Britain) Limited

---

Postal Address and Registered Office  
Delaware Drive, Tongwell  
Milton Keynes , Buckinghamshire  
MK15 8HB ENGLAND

Main Switchboard  
01908 210210

Main Fax  
01908 215040

Registered in England No.  
No. 831017  
Registered Office:  
Milton Keynes, England