

Roy's Body Shop Selects Comcast Business to Rev up Connectivity and Drive Elevated Customer Experience

Maryland-based automotive repair and sales shop leverages cloud-based voice solution and Internet to support operations and accelerate business growth

Sykesville, Maryland – May 1, 2023 – [Comcast Business](#) today announced it is providing [Roy's Body Shop](#), a one-stop-shop automotive repair and sales company, with [Business VoiceEdge®](#), [Business Internet](#) and [WiFi Pro](#) at its two current locations in Sykesville, Maryland. The combination of these technologies offers reliable connectivity and voice solutions that promote company growth, employee retention and new, diversified revenue streams.

Roy's Body Shop is a family-owned facility with two neighboring locations in Sykesville, including a complete auto body truck and repair shop, along with a car, truck and trailer repairs and sales location. The multi-faceted shop is committed to providing excellent customer service by keeping up with the fast-paced and changing landscape of collision repair. To support this mission and excellent customer service, the company selected Comcast Business to assist with its technology needs across the combined 35,000-square-foot facilities.

The company previously navigated connectivity challenges, which in some cases impacted customer experience. Roy's Body Shop identified a need to replace its original phone lines and consolidate phone systems across its two locations and turned to Comcast Business for support. With its web-based functionality, employees can easily transfer calls between locations and access phone lines on the go with the VoiceEdge mobile app. The upgraded phone systems also provide each employee and department with a specific line, allowing customers to direct calls to the appropriate team member to better handle customer service inquiries and requests.

"Before Comcast Business, our phones constantly rang, often to the wrong department, which was noisy and made connecting with customers more difficult on both ends," said Andrew Frustaci, General Manager, Roy's Body Shop. "Comcast Business helped to solve this challenge by providing technology that gives us crystal clear phone lines. On top of that, they've served as an excellent technology partner, providing superior service throughout our continued growth."

In addition to the Business VoiceEdge service, Comcast Business offers Roy's Body Shop fast connectivity between its two locations with Business Internet and WiFi Pro, capable of delivering speeds up to 1.25 Gbps. In addition, Guest WiFi is offered in the waiting room, allowing customers to stay connected in a comfortable setting while their vehicle is being repaired. As Roy's Body Shop plans for future growth and expansion, Comcast Business will continue to support its connectivity and voice needs.

"Reliable phone service and Internet is critical for businesses to communicate seamlessly with customers, especially for organizations that span across multiple locations like Roy's Body Shop," said Dan Carr, Vice President of Comcast Business for Comcast's Beltway Region. "Comcast Business recognizes the importance of connectivity and scalable solutions for customers, and we're pleased to partner with Roy's Body Shop to help accelerate their digital transformation."

About Comcast Business

Comcast Business offers a suite of Connectivity, Communications, Networking, Cybersecurity, Wireless, and Managed Solutions to help organizations of different sizes prepare for what's next. Powered by the nation's largest Gig-speed broadband network, and backed by 24/7 customer support, Comcast Business is the nation's largest cable provider to small and mid-size businesses and one of the leading service

providers to the Enterprise market. Comcast Business has been [consistently recognized](#) by industry analysts and associations as a leader and innovator, and one of the fastest growing providers of Ethernet services.

For more information, call 866-429-3085. Follow on Twitter [@ComcastBusiness](#) and on other social media networks at <http://business.comcast.com/social>.

For more information, visit <https://www.roysbodyshopinc.com/> or <https://www.rbsautosales.com/>.

###