

17 OCTOBER 2016

ALD automotive named best customer service of the year 2017!

For the 9th time in a row, ALD Automotive France won the award for the Best Customer Service of the year in the Automotive Full Service Leasing category.

Once again, ALD Automotive France is rewarded for its efforts and innovations regarding customer services. This new prize pays tribute to the quality and coherence of the multichannel system used by the entity since many years, and shows the efforts made by the teams in order to satisfy all customers.

Nowadays, customer relationship requires a maximum level of listening and reactivity. In order to meet its customers' growing need for mobility, the subsidiary developed a digital ecosystem connecting each stakeholder in real time: drivers, fleet managers, partners networks, as well as employees.

All these communication modes constitute a new way of sharing information, in order to provide an even more effective service. *"ALD Automotive is continuously innovating to offer its customers the most suitable solutions and the best possible experience. This promise can only be consistent if it deals with a strong commitment to service quality. The whole energies of our company are mobilized to move forward in this direction"* stated Fabrice Denoual, Deputy General Manager of ALD Automotive France.

*Study Inference Operations – Viséo CI – May to July 2016 – Find out more on escda.fr.



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