



SCOTT J SALONS SUCCESS STORY

Scott J Salons upgrades connectivity to deliver best-in-class customer experience

SCOTT J

Overview

Creating one-of-a-kind experiences for every guest is the focus for Scott J Salons. From initial style consults to ongoing collaboration with stylists — Scott J Salons understands how important outcomes are to its clients.

But for luxurious salons like Scott J Salons, the in salon experience is only one part of the overall customer experience. Exceeding customer expectations means providing seamless booking services, responding to questions, and ensuring customer support is responsive and supportive every step of the way.

Scott J Salons wanted to find a more reliable connectivity partner to ensure its internet and voice systems were always available to their customers.

Discover how Scott J Salons partnership with Momentum gave them the internet, voice, and support needed to create a memorable experience from start to finish.



Photo from Scott J Salons website

About Scott J Salons

Scott J Salons offers high-end beauty services with the goal of enhancing the total beauty that lies within us all. The company operates three salons in Manhattan, which specialize in providing styling, aroma therapy, neck, shoulder, and scalp massages, and other bespoke hair services.

The problem

Scott J Salons wasn't happy with the level of support they were receiving from their previous connectivity provider.

While the existing vendor provided them with internet and voice solutions — they didn't offer much training and support when challenges did occur.

Scott J Salons decided to start searching for a new vendor, one that could provide the right mix of training and support needed to create the best possible customer experience.

The solution

Scott J Salons wanted its next partner to not only provide best-in-class solutions, but also high touch support.

They decided to partner with Momentum after learning about the high level of customer service they provide.

After a short discovery process, they decided to deploy new broadband internet, back-up connectivity, and a complete voice solution.



The outcome

Scott J Salons immediately saw the difference working with the right partner can make. Momentum was there to guide them through the entire process, making the transition as seamless as possible.

Deploying reliable internet has streamlined their day-to-day operations, allowing them to provide responsive customer service without any interruptions. Plus, their new voice solution includes all the features needed to improve communication between employees and customers.

Everything from coordinating appointments to handling inquiries and managing teams across multiple locations is easier than ever.

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If you're looking for a reliable and high-quality voice and internet provider, I highly recommend Momentum. We've had a fantastic experience using their service across our three salons. The connectivity is rock-solid and their customer service is responsive and supportive. Momentum has truly made a difference in how we run our business.

Joseph Obermayer. Vice President
Scott J Salons





Transform your customer experience with ultra-reliable connectivity and voice solutions

Are you looking to install, upgrade, or explore new connectivity and voice solutions for your business?

Discover how Momentum can help you create a positive customer experience with ultra-reliable connectivity and voice solutions. Get in touch today to learn more.

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