

We understand our customers' needs

NWS provides a full and comprehensive vehicle glazing service

By **Stuart Sole**, managing director, NWS

Nationwide Windscreen Services (NWS) was established in 2006 by the current directors with belief, passion and a can-do attitude. This has seen NWS grow significantly, year-on-year.

NWS centres are located throughout the UK; all are equipped to carry out repair and replacements in the centre or mobile. All carry their own glass stocks, and each centre is supported by our approved supply partners.

Understanding of customer requirements, our bespoke system design and outstanding service delivery have earned NWS an unrivalled reputation throughout the industry. Market awareness of the NWS brand has improved dramatically, with increasing relationships in the major fleet and insurance sectors.

Objectives

Our strategy revolves around our desire to provide informed exceptional service to fully satisfy the needs of all customers. We strive to provide accuracy, relevance and specific information.

Our customers range from the major corporate to the small and medium-sized business. As we continue to grow, it is important this is achieved without compromising service delivery, by communicating with our customers and suppliers to ensure relevant market knowledge for today and future planning. We will continue to build our management and technical teams and have the right people in the right place at the right time to ensure controlled and sustainable growth.

Innovation

NWS has technology at the very cornerstone of our business thinking. Our technicians are the best in the industry, capable at evaluating any technical risks before working on customer vehicles.

In 2016 we are rolling out a competency-based re-evaluation process to ensure

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technicians are skilled to the expected high level to work on the current UK vehicle car parc.

NWS will continue to grow its locations throughout the UK. The complexities involved in current and future automotive glazing means this approach will allow NWS to offer both mobile and workshop options for replacements and repairs, allowing work to be undertaken competently and safely.

Workshops and ADAS recalibration centres

Windscreens are no longer just a piece of glass protecting occupants from the elements and providing structural support for the vehicle. Safety systems continue to be developed with driver aids to avoid collisions. Advanced driver assistance systems (ADAS) manage cruise control, automotive braking, adaptive lighting, GPS, smartphone, lane departure cameras and collision avoidance system.

Technology continues to influence vehicle design at increasing pace with more advanced systems being introduced onto new vehicles.

NWS were first to install ADAS recalibration systems and already have 10 fully equipped centres with a further 20 more planned during 2016. We continue to invest in future technology within the automotive glazing industry, ensuring that our customers continue to receive the market leading product now and in the future.

Our success is a symbol of our passion to deliver products and services the customers need.

NWS lead the way in providing a full and comprehensive automotive glazing solution in the UK.



NWS sales and marketing team

Tel: 01509 410752

Email: admin@natwin.co.uk

