



Agero Roadside Managed Services



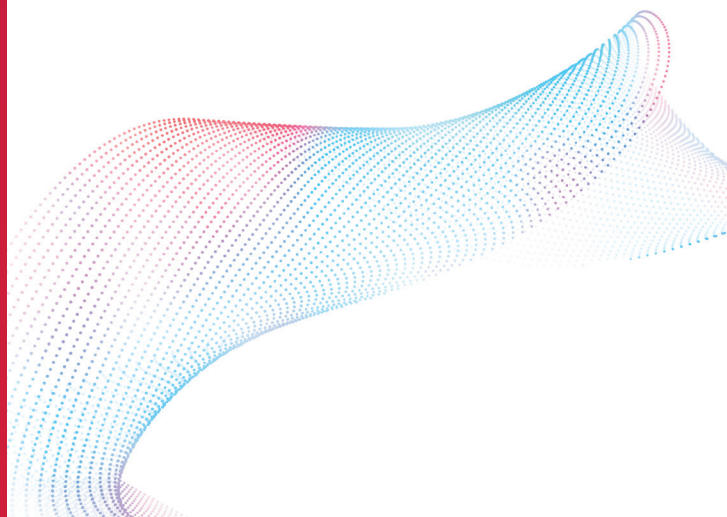
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Agero Roadside Managed Services empowers efficient and transparent management of roadside assistance. This platform improves the experience at each touch point, and provides holistic, end-to-end management of roadside events. It can be configured to leverage your call center or network or by utilizing Agero's network and call centers.

Benefits

- + Gain full transparency for all vehicle events in real time
- + Streamlines all aspects of roadside administration
- + Configure to your specific business requirements
- + Peace of mind for customers with real-time tracking and status updates



Features

Intuitive User Interface

Easy-to-use design for entering, monitoring and analyzing roadside events

Advanced Algorithms

Pairing roadside events and providers is optimized based on your business objectives for ETA, quality or cost

Powerful API

The platform enables quick and easy connectivity to business systems or mobile applications through a state-of-the-art API

Reporting & Analytics

Built-in reporting enables real time visibility and analysis of key event metrics

Dashboard

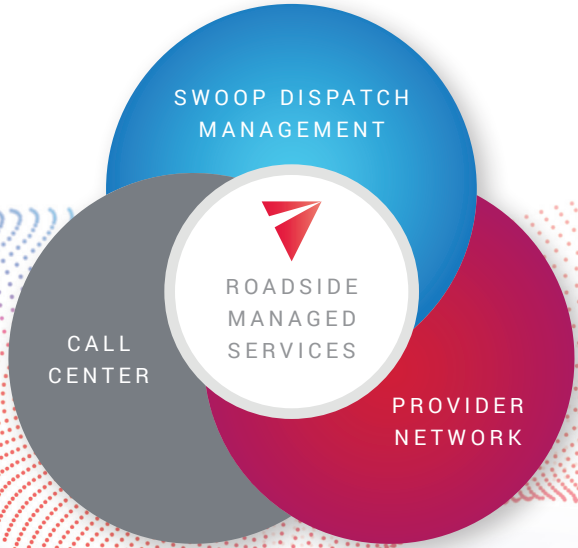
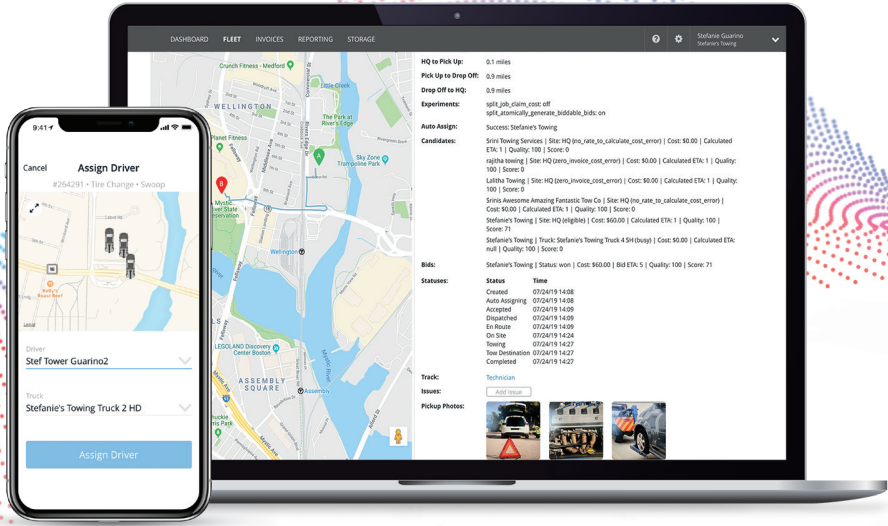
View live events and monitor progress through the dashboard

Map View

View all events on an interactive map

Detailed History

Detailed event history is captured every step of the way, including pictures, arrival time, agent notes and more



FLEXIBLE ROADSIDE ASSISTANCE SOLUTION

Agero Roadside Managed Services:



SWOOP DISPATCH MANAGEMENT

Swoop Dispatch Management is a software platform that is vertically integrated and configurable to your needs, providing full transparency into each event.



CALL CENTER

WHAT YOU NEED: Call center support to enable an omni-channel experience. This includes everything from managing requests and monitoring active jobs to assisting with escalation.



PROVIDER NETWORK

WHAT YOU NEED: Accessibility to a reliable network of service providers is vital to a successful roadside assistance program. The service providers you partner with should be vetted, trustworthy businesses who you can rely on to quickly and safely service or rescue your customers.



CONFIGURE THE PROGRAM THAT BEST FITS THE NEEDS OF YOUR BUSINESS

+ WHAT WE OFFER: Agero call center agents are highly trained to support roadside assistance and accident management support across over 100 client programs totaling more than 12 million events per year.

+ WHAT WE OFFER: Agero's robust nationwide network is comprised of pre-screened service providers covering every zip code who are held to performance standards to ensure quick and safe completion of each event.

About Agero

Agero's mission is to safeguard consumers on the road through a unique combination of platform intelligence and human powered solutions, strengthening our clients' relationships with their drivers. Agero protects 115 million vehicles nationwide in partnership with leading automobile manufacturers and insurance carriers, responding to more than 12 million requests annually. Agero, a member company of The Cross Country Group, is headquartered in Medford, MA, with operations throughout North America.

For more information about Agero Roadside Managed Services visit info.agero.com/roadside_managed_service.

CORPORATE HEADQUARTERS

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