

# integrated



# minds



# solutions



## Emergency Road Service

- ▶ Ensures ERS call takers only offer allowed services and have the opportunity to collect outstanding dues and ERS charges with access to up-to-the-second member profile
- ▶ Validates member vehicle information using industry standard automotive vehicle data allowing for accurate reporting and analysis of problems by vehicle
- ▶ Automates usage of AAA National's Pacemaker codes using Call Reason scripting
- ▶ Ensures that garages receive timely and complete call information with electronic dispatching to online garages using Contractor Web Pages
- ▶ Monitor and lower your mileage costs using routing technology by integrating with the Kivera Location Engine
- ▶ Analyze and better understand performance and road service costs using PowerPlay business intelligence reporting
- ▶ Applies extra charges or surcharges for calls and tracks them alongside other membership dues, providing an overall view of outstanding balances
- ▶ Updates the member's service usage profile where the information can be used to calculate Lifetime Value and Product Index, and augment member insight in AXIS Database Marketing

The AXIS Emergency Road Service (ERS) application provides a comprehensive real-time dispatching system that helps you service your members' roadside assistance needs in a timely and efficient manner through your own service fleet and via your network of contractors.

AXIS ERS features call and driver monitoring through Dispatcher Workbench, which has built-in mapping that allows you to track service vehicle locations and member locations using Driver Watch. Built-in mapping is also available to assist call takers with member location and choice of tow destinations using MapLocator. For complete automated dispatch, hands-free, rules-based call spotting and dispatching is available via SmartSpot. And integration with AAA National's Kivera Location Engine provides automated routing using exact longitude/latitude measurements that improve the accuracy of driving directions and dispatch times. In addition, AXIS ERS includes:

- Real-time member look-up and validation with AXIS Membership
- Validation of member vehicle information using industry standard ACES Vehicle Configuration database
- Contractor call processing using Contractor Web Pages
- Insightful and flexible reporting and analysis using industry standard business intelligence provided by Cognos® PowerPlay®
- Handling of member reimbursements, reciprocal and recoverable calls, surcharges and excessive user letter
- Automated fleet, facility and contractor payments

### Processing Calls

Designed to allow flexible call handling, AXIS ERS has been fine-tuned over many years of user feedback. AXIS ERS supports call receiving, spotting and dispatching for member and non-member calls, as well as out-of-territory members and calls for special clients with commercial towing needs.

Multiple dispatch methods are supported, including automatic dispatching via Mentor mobile data terminal or computer (MDT or MDC), Mentor Ranger's Windows® CE device, BlackBerry®, fax and email. AXIS ERS provides other features to streamline call processing:

- Integrates with garages equipped with remote AXIS workstations or Contractor Web Pages
- Provides two-way communication to receive, handle and update calls from AAA/CAA road assistance partners (RAP)
- Integrates with ERS Online, allowing calls entered by members on the club website to flow directly into the AXIS ERS system
- Provides automatic AAA Reciprocal tracking and processing, and will exchange call billing information directly with other AXIS clubs, saving call processing charges
- Uses flexible rate codes set by garages to automatically determine the cost of a call based on its clear code(s), problem code(s), and optionally, the time the call was received

## Optional Components

To enhance your system, AXIS ERS also offers the following products:

- AXIS ERS Digital Dispatch provides seamless integration with mobile data devices, automates GPS tracking of vehicles and supports dispatching to multiple data devices
- AXIS ERS MapSuite provides a versatile built-in map database to facilitate your club's grid carving, call spotting, and selection of Approved Auto Repair (AAR) and non-AAR garages for tow destinations
- AXIS Phone Ahead fully automates voice recordings of estimated time of arrival and "on scene" time to ensure timely client follow-up
- AXIS FAX Server enables you to fax call details to your remote low volume service providers

## Reporting on ERS Activities

ERS features a complete reporting system for tracking and analyzing costs, call volumes and member usage patterns, as well as call receiver, dispatcher, driver, garage, and club performance. Using Cognos PowerPlay, you can monitor trends and factors that are driving performance; for example, you can analyze ERS call volumes, costs and/or response times by problem code, clear code, garage, grid and more.

You can monitor and lower mileage costs by auditing mileage with the Kivera Location Engine, which will identify distance discrepancies between cleared mileage and the calculated route. Additionally, AXIS ERS includes detailed response time reports, such as the ETA Performance Summary Report and a Service Response Analysis, which help to fine-tune ETA processing. Finally, AXIS ERS will upload monthly facility reporting data to the AICWEB.



Related product sheets:

- Digital Dispatch
- Dispatcher Workbench
- SmartSpot
- MapSuite
- Phone Ahead
- AutoSpot
- Member Request Tracking

## AXIS Integration

AXIS ERS is fully integrated with the following AXIS modules:

- Membership allows ERS users direct access to membership files (including Services Utilized histories). ERS call takers can readily see road service usage, ERS surcharges, the member's Lifetime Value, use of other club services, incorrect addresses and NSF checks
- Memlink/CDX allows users to verify memberships at other clubs and to process reciprocals immediately with other AXIS clubs on completed calls, preventing extra calls
- Accounts Payable, General Ledger and Accounts Receivable, which allow automated posting to accounts and payment processing
- Member Request Tracking System (MRTS) automatically initiates an MRTS request when a user enters a complaint call back code
- Point-of-Sale handles sales of batteries and accessories at roadside, including credit card authorization, directly from the Mentor mobile data device