

## Improve Response Times & Increase Efficiencies Throughout Your Auto Club

Would you like your Emergency Road Service (ERS) dispatching processes to be more precise, quick and cost-effective?

With **AXIS ERS**, our real-time dispatching system, you can give your dispatchers all the tools they need to maximize their efficiency and deliver a top-notch customer experience.



### Allow Your Team to:



#### Streamline Service Calls

Answer your members' calls immediately, avoiding long call queues during peak periods.



#### Access Member Details

Pull up complete member information in real time, including their membership status and coverage options.



#### Speed up Your Service

Maximize your fleet via automated dispatching and driver tracking to deliver service much quicker.



#### Reduce manual effort

Automate calling, texting and e-mailing to save time, decrease costs, reduce errors and improve the overall customer experience.



#### Improve Client Relations

Deliver better service to corporate and non-corporate clients by using multiple membership databases.



#### See the Full Picture

Monitor the success of your auto club via customizable reports, analyses and dashboarding.

## Further Enhance AXIS ERS with These Tools:



### Mobile POS

Enable your auto club to easily sell batteries directly from the service vehicle, calculate member, non-member and employee pricing and also includes battery inventory tracking.



### MapPlus

Enable your call receivers to accurately locate and route each client via Google Maps to ensure they always know their destination.



### MobilePlus

Empower your drivers to manage all their daily tasks on their iOS or Android mobile device, while allowing dispatch and contractors to monitor and direct them via an interactive map to minimize delays.



### SmartSpot

Improve your service and member satisfaction by automatically assigning the best garage and driver for each call and ensuring each driver is notified as soon as possible.



### Member Notification

Keep your members fully informed of arrival times and service changes via automated voice recordings, SMS texts and emails.



### Vehicle Inspections

Save time on vehicle inspections without compromising on safety by keeping your drivers, supervisors and mechanics in the loop when it comes to vehicle history and potential issues.



### Contractor Web Portal

Automate the communication of call details between your dispatch center and contractors to save time and speed up service.

Want to see AXIS Emergency Road Service (ERS) in action?  
Call us at 1.844.568.7933 or email at [sales@campana.com](mailto:sales@campana.com)