



ROAD SERVICE

ROAD SERVICE SUITE



AXIS Emergency Road Service (ERS) is a comprehensive automated dispatching system that provides timely and efficient roadside services to AAA/CAA members, clients of the association's Roadside Assistance Partners (RAP), such as car manufacturers and your own commercial clients. Strengthen your service fulfillment processes with Campana's digital dispatching, member notification and mapping tools for greater control and efficient call handling.

Look inside to learn how you can:

- ✓ improve dispatching processes while lowering operating costs
- ✓ increase member satisfaction with efficient use of technology
- ✓ collaborate in a progressive ERS vision with a partner that knows AAA/CAA business.



The Power of Automation

AXIS offers a full line of ERS products and features versatile automation tools that can be tailored to give you greater control of your call handling. ERS automation saves you time, decreases costs, reduces errors and improves the overall customer experience.

The AXIS ERS solution includes:

- ✓ Automated intelligent dispatching enabling you to:
 - ✓ Maximize fleet use to provide top-box service
 - ✓ Enforce contractual arrangements with your preferred service providers (PSP)
 - ✓ Quickly adjust travel times based on traffic, or varying road conditions, which include rain, snow or construction.
- ✓ Mobile data solutions, including:
 - ✓ Ranger, AssetWorks' latest and most technologically advanced mobile computer featuring touch-screen, in-vehicle navigation with turn-by-turn prompts and more
 - ✓ Android™ handheld devices, such as tablets and phones, for both fleet and contractor drivers, who require automated dispatch notifications and navigation with Google Maps™
 - ✓ GPS/AVL tracking to automate vehicle tracking and maximize efficient dispatches
 - ✓ Automated GPS mileage calculation to track tow and to-scene mileage, and ensure accurate costs
 - ✓ Point-of-Sale processing for roadside sale of batteries and accessories, as well as credit card swipe and authorization.

The AXIS ERS solution also features:

- ✓ Smart 'Call Reason' scripting for call takers facilitating the implementation of Pacesetter problem codes and ensuring the right service vehicles are assigned to each ERS call
- ✓ Up-to-the-second member information to handle each member appropriately with accurate membership status and coverage options

- ✓ Automated calling, texting or e-mailing to provide efficient and timely member notification
- ✓ Contractor Web Portal for real-time updates from your contractors, freeing up valuable dispatching resources while capturing important on-scene statistics.
- ✓ Repair Facility Portal for immediate notification to club-owned repair shops and approved auto repair partners of incoming vehicles your club is towing to their shop, including the cause of the breakdown.

The Power of Integration

AXIS ERS integrates with AXIS Membership, Member Request/Complaint Tracking, Point-of-Sale, Inventory, and Accounting to provide a seamless auto club management system.

The integrated approach ensures club staff can always access up-to-the-second member information and a complete member profile is available at their fingertips. This unified, member-centered view ensures that your staff makes the right decisions and provides better service across business lines and channels. AXIS ERS supports integration with affiliated dispatch and roadside service systems, including:

- ✓ Routing and geocoding with AAA National's Kivera Routing Engine
- ✓ Select third-party towing applications
- ✓ ERS Online requests entered by members on your club website
- ✓ AAA and CAA's Roadside Assistance Partner programs.

Progressive Initiatives

When you choose AXIS ERS, you choose to participate in a progressive partnership and influence the evolution of proven solutions with like-minded clubs and valued peers.





AXIS ERS evolves constantly to ensure AAA and CAA clubs meet AAA National's roadside assistance goals, such as On-the-Go with a system that supports the following:

- ✓ Integration with Club Assist for the provision of automotive battery supply and roadside replacement
- ✓ Integration with the AAIA ACES automotive industry standard database for identifying consumer vehicle makes and models
- ✓ AAA National's Pacesetter call coding system
- ✓ Capturing common data elements to populate AAA National's ERS Data Repository (EDR) with anonymous member ERS call data
- ✓ AAA National's AQS#12 survey process.

The ERS Product Suite

Dispatcher Workbench/Driver Watch - is a powerful tool for dispatchers and spotters. It allows them to monitor ERS call and driver activity in a customizable work area. The interactive map display, Driver Watch, displays service vehicle locations and member breakdown locations.

"With Driver Watch, the dispatcher can click on the driver and then click on the call to quickly dispatch the call to the driver who is closest."

Leanna Mallare, Asst. Manager, ERS Dispatch,
AAA Western and Central New York

Member Notification - provides fully automated notifications using voice recordings, SMS text messaging and email of estimated time of arrival, on-scene time and change in service provider.

"The AXIS ERS system is functionally rich and always evolving with our needs; but just as importantly, it is reliable and stable. "

Steve Popovich, Director, Automotive Services
AAA East Central

Digital Dispatch - features both in-vehicle (AssetWorks Ranger®) and handheld (Android™) mobile data devices to provide timely and efficient processing of calls and accurate tracking of driver locations. It also supports many time and cost-saving features, such as point-of-sale, plus calculates mileage automatically and supports email and fax dispatching.

SmartSpot - provides automated spotting and dispatching to match an incoming road service call with the best available garage and driver. Or, on busy days when things are backed up, it can assign the most appropriate call in your wait queue to a driver who becomes available.

"SmartSpot has certainly increased our driver productivity and fleet utilization. Our dispatchers are no longer stressing or focused on routine calls, they're focused on the exceptional calls that really need somebody to help out. Our response times have significantly improved."

Brett Kessler, Manager, Technical Services,
AAA Hudson Valley

Contractor Web Portal (CWP) - CWP provides a set of configurable web pages that service providers use to view, update and clear their road service calls. CWP streamlines the communication of call details between your dispatch center and contractors. Dispatchers do not need to contact the contractors as this is done automatically; all your contractors require is Internet connectivity and a browser.

Repair Facility Portal (RFP) - displays immediate notification of incoming vehicles you are towing to club-owned repair shops and approved auto repair partners, including the cause of the breakdown. With member service in mind, RFP allows the repair shop to schedule its resources for quick diagnostics and timely repair. Costs and member savings for repairs are subsequently input by the repair facility via the Internet portal. This information augments details on the road service call and is stored within AXIS. All the repair shop requires is Internet connectivity and a browser.



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ROAD SERVICE MANAGEMENT MADE EASY

About Campana Systems

Campana Systems is an international leader in information solutions for the auto club industry. Since 1988, we have been enabling our clients to achieve their ongoing business objectives using our in-depth industry knowledge and trusted technology solutions.

In 2014, Campana was acquired by Constellation Software Inc.'s Perseus Operating Group. As part of the Constellation family, we continue to provide the specialization and individual attention customers expect while benefiting from the support and best practices of an international provider of enterprise software.

Campana Systems applies its in-depth knowledge and experience to maintain leadership in providing an evolving suite of integrated software and service solutions for AAA/CAA auto clubs. Campana offers Member Relationship Management tools that interface seamlessly with AXIS Membership, Travel, Point-of-Sale, and Emergency Road Service.

Our mission is to enable our auto club clients to achieve their strategic goals by providing leadership through effective innovative solutions and services.