

STANDARD Implementation

Guided setup for long term success.

Our guided setup package gives you the direction, expertise, and technical support for long term program success.



Benefits



Comprehensive Setup

Managed support to provide all the tools, resources, capabilities you'll need.



Seamless Launch

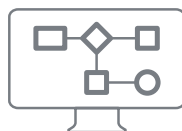
Our proven methodology sets you up for a smooth launch process.



Area Expertise

High quality support from experienced implementation experts.

How It Works



Get Started with Agero	Develop	Test	Launch
A dedicated implementation manager will guide your team to launch through regular touchbases.	Establish key features including product configuration, agent staffing and training, and billing & reporting.	Quality Assurance tests product features, systems, and processes to assure launch readiness.	Implementation team closely monitors launch metrics to ensure program success.

Features



Company Configuration

Basic configuration of product elements including users, coverage, dispatch and more.



Customer Care

Robust customer care from agent staffing and training to telecom configuration.



Standard Billing & Reporting

Implement billing configuration and identify essential KPIs and reports.



Digital Intake

Development and product support for digital channels.

Product View

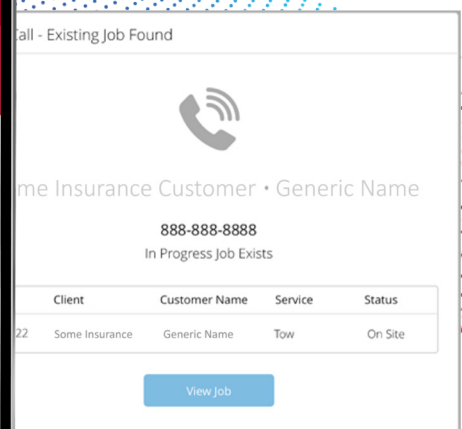
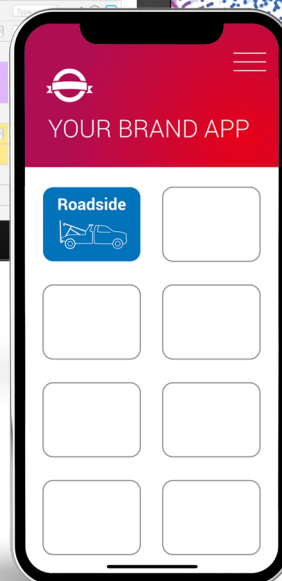
ID	Total Time	Company	C Service	Class Type	P...	Alerts	ETA	Status Age	Status	Dispatcher
7027124	1 min	1st Class Tow	C Lock Out	...	L...		55 min	1 min	Accepted	
7025550	5 min	100 TOWING	C Tow	Flatbed	T...		1 hr 30 min	1 min	Dispatched	Eva She...
7027024	5 min	123 towing	Jr Tow		60 min	1 min	Accepted	
7025286	3 min	(test) client	k Tow	...	D...		58 min	2 min	En Route	
7026906	4 min	abc	A Tow	...	O...		33 min	2 min	En Route	
7026467	15 min	000Name123	w Tow	Flatbed	N...		44 min	2 min	Accepted	
7025952	38 min	123222	P Tire Change	...	Ja...		24 min	2 min	Dispatched	Cathy F...
7026782	14 min	123 towing	S Battery jump	...	L...		42 min	2 min	En Route	
7026598	7 min	(test) client	G Tow	Flatbed	A...		37 min (44 min)	3 min	En Route	
7007140	9 min	1st Class Tow	A Tow	Flatbed	N...		8 min (55 min)	3 min	En Route	
7026735	4 min	100 TOWING	C Tow	...	U...		43 min	3 min	Accepted	
7026905	2 hr 49 min	123 towing	C Tire Change	...	Ja...		58 min	3 min	Accepted	
7026264	20 min	delphi	R Tow	Flatbed	R...		58 min	3 min	Accepted	
7025238	1 hr 11 min	18181818	Jr Tow	Flatbed	O...		24 min (31 min)	4 min	En Route	
7026311	26 min	(test) client	A Tow	...	C...		19 min (1 hr 5 min)	4 min	En Route	
7026818	9 min	123222	A Tow	...	H...		1 hr 57 min	4 min	Accepted	
7026891	11 min	123 towing	D Tow	...	J...		1 hr 24 min	4 min	Dispatched	
7026888	10 min	delphi	C Battery jump	...	H...		35 min	4 min	Dispatched	
7026818	9 min	123222	A Tow	...	H...		1 hr 57 min	4 min	Accepted	
7026818	9 min	123 towing	A Tow	...	H...		1 hr 57 min	4 min	Accepted	
7026818	9 min	(test) client	A Tow	...	H...		1 hr 57 min	4 min	Accepted	

Full Transparency and Reporting

Configuration with the Swoop dashboard provides access into a color-coded dashboard that highlights ETAs to all stakeholders.

Mobile Implementation

Full integration with mobile web and web applications to support your customers with digital roadside coverage.



About Agero

Agero's mission is to rethink the vehicle ownership experience through a powerful combination of passionate people and data-driven technology. As the #1 B2B, white-label provider of digital driver assistance services, we're pushing the industry to redefine manual processes as digital, transparent and connected.

The company has over 150 million vehicle coverage points in partnership with leading automakers, insurance carriers and others. Managing one of the largest national networks of service providers, we respond to approximately 12 million service events annually. Agero, a member company of The Cross Country Group, is headquartered in Medford, Mass., with operations throughout North America. **To learn more, visit www.agero.com.**