

## IDEALNET

### *The Premier Emergency Breakdown Service*

#### **How do you keep your drivers and their vehicles safe on the road?**

Trust Idealnet.

We are proud to support our customers with Idealnet, the commercial truck industry's premier emergency and roadside assistance service from Idealease.

Idealease is focused on the success of our customers, and that means your drivers' well-being and their loads are very important to us. When an emergency happens, we are dedicated to getting your driver and their truck back on the road as quickly as possible—so you can meet YOUR deadlines and keep your business running smoothly. Idealnet is one of the most valuable services we provide to our customers.

#### **A DRIVER "SAFETY NET" FOR EMERGENCY BREAKDOWNS**

Today's drivers face a variety of challenges. If a vehicle breaks down or your driver needs assistance on the road, they simply call our 1-800-ID LEASE hotline. Their call is answered by a live Idealnet service coordinator—no prompts or recordings, 24 hours a day, 365 days a year. Idealnet Coordinators are trained to get all of the pertinent details to identify the necessary steps to get your equipment repaired and back in service. They use the latest technology and communication systems to locate the closest service locations and technicians to address the truck's service needs.

When your driver calls, our service coordinators have three priorities:

**1. Get your driver to safety.**

If your driver is in an unsafe situation, our service coordinators react immediately to get your driver to safety.

**2. Get the vehicle to a qualified facility for repair.**

The vast Idealnet service network includes 430 Idealease locations in addition to the International Dealership network which gives Idealease an unparalleled advantage and commitment to the customer experience. In addition, Idealnet partners with more than 34,000 independent repair facilities, tire centers, and road service providers throughout the United States and Canada.

**3. Get the truck repaired and back on the road in the shortest time possible.**

#### **Idealnet Benefits:**

- Customer Support Center staffed with trained Idealease employees
- Idealnet "live voice" response—no waiting for phone prompts
- Improved driver and vehicle uptime
- Call recording, reporting and on-going communication
- Multi-language capabilities
- Custom technology solutions such as OnCommand Connection integration for eligible Idealease units

#### **IDEALEASE, INC.**

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## RESPONSIVE CUSTOMER SUPPORT CENTER

Our state-of-the-art Idealnet Support Center has 24-7 access to 430 Idealease locations, the International Dealership network and more than 34,000 Idealnet partners that range from independent repair facilities, tire centers, and road service providers throughout the United States and Canada. This vast service network gives Idealnet an unmatched advantage to service our customers 365 days a year. It's as easy as calling 1-800-ID LEASE (800-435-3273) to get started.

Our Idealnet Customer Support Center is designed to dispatch fast, efficient breakdown service to our customers. While many of our competitors outsource breakdown service to third parties, Idealnet is a 100% in-house call center stationed at the Idealease Corporate Headquarters in North Barrington, Illinois. Our Idealnet staff has Multilanguage capabilities to serve a diverse population of truck drivers and dispatchers. Idealnet staff will stay with you and your driver by maintaining communication to keep you informed of any status updates throughout the breakdown process.

## REAL TIME REPORTING & COMMUNICATION

Idealnet takes pride in supporting our core values by providing RESPONSIVENESS to our customers. Our dedicated management team and supervisors monitor active breakdowns and track key performance metrics like caller hold time, coordinator activities, and service ETA's. These metrics are monitored in real time by the supervisors' and service coordinators' to allow real-time management of calls and breakdowns at all times.

Vehicle uptime is critical to your business. You can count on our responsive Idealnet staff to provide expert assistance to keep your drivers safe and to get your vehicles back on the road as quickly as possible, allowing you to focus even more attention on serving your customers and growing your business.

Contact your local Idealease Account Manager to learn more or visit us online [www.ideallease.com](http://www.ideallease.com).

Using specially designed Idealnet software, our service coordinators record all pertinent details during a breakdown. As a breakdown and repairs progress, Coordinators maintain communication with our service providers and the leasing Idealease locations, providing updates along the way. All Idealease locations can view the progress from their smart devices or desktop at any time. The Idealease network stays informed, and so will you.

## IMPROVE DRIVER AND VEHICLE UPTIME

The FMCSA Hours of Service are strictly enforced and can limit the flexibility of a driver's workday. Idealease understands the serious impact of these rules and the importance of limiting vehicle downtime.

## IDEALNET "LIVE VOICE" RESPONSE

Idealnet service coordinators answer every call live. Your driver will not have to go through prompts to speak with a live person. This unique offering gives our customers the ability to expedite breakdowns in a true emergency situation and get service immediately.

## CALL RECORDING & REVIEW

Idealnet offers 100% call recording and monitoring. All calls to and from 1-800 ID LEASE are recorded by our digital recording system and retained on-site. Our Management staff can review recordings upon request and have access to recent transactions that took place yesterday to historical recordings from even months ago.



# IDEALEASE