



Roadside Assistance

WHEN EASING YOUR CUSTOMERS' STRESS IS VITAL

POSITIVE EXPERIENCES PRODUCE LIFELONG CUSTOMERS

How you help a customer when they're in a stressful, challenging situation can make all the difference. We've all been there -- an accident, a flat tire, a dead battery. Suddenly you're stranded and potentially unsafe. You need a sympathetic ear just as much as you need assistance. That's where Service Partners in the Arise network shine. At an average of 38 years of age, they're mature and experienced. Many have gone through the same thing as your stranded customer and recognize the sense of urgency. They understand the complexity of your customers' feelings and are able to deliver the right amount of empathy, care, and support as they work to get people back on the road. As a result, your customers know that you have been there for them when it really mattered, and that's the foundation for their trust and loyalty.

ANYTIME SUPPORT

Just like a flat tire or overheated engine, your support needs can be unpredictable. Let Arise be your company's greatest insurance plan as we stand ready to support radical intraday flex, seasonal spikes, and natural disasters with ease.

Our award-winning Starmatic™ Scheduling System allows Service Partners to schedule in 30-minute intervals for unrivaled flexibility and on-demand burst capacity at scale. With the Arise Platform, you can flex up to 200 percent within hours, and up to 400 percent for planned seasonal or strategic initiatives.



EXPERIENCE MATTERS

The key to Service Partners' effectiveness is their extensive industry experience. Across the tens of thousands of Service Partners in the network, roughly one-third of them already have valuable experience in roadside assistance activities, including the coordination of tow service, explanation of benefits, collision assistance, trip routing, bilingual services, and so much more*.

Even better, nearly 55 percent of Service Partners are members of a roadside assistance program*. As brand advocates, they can help your sales uplift by up to 20 percent. That's how we turn availability, flexibility and a great customer experience into a profit machine.

Results like these are why brands keep coming back to the Arise Platform for an exceptional customer experience.



#1 provider

on customer satisfaction
index scores



65%

variation seasonal
capacity



More than
100%

intraday attainment by
30-minute intervals

**Based on segmented Network survey.*

**YOUR CUSTOMERS SHOULD ALWAYS BE IN THE DRIVER'S SEAT.
ARISE WILL ENSURE AN AMAZING JOURNEY.**

Arise 