

DigitalFix

Fix it faster with tried and true troubleshooting

Digital Fix empowers drivers to resolve car issues with proven, DIY solutions for a quick and easy resolution.

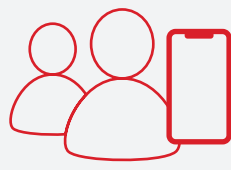


Benefits



Faster Resolution

Skip the wait for a service provider with quick DIY instructions to resolve common roadside problems in minutes.



Added Value

Expand your support with easy access to proven troubleshooting tips and tricks.



Improved Customer Experience

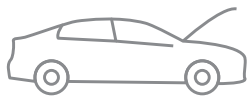
Delight customers with fast self-service solutions.



Lasting Knowledge

Empower drivers with tools to resolve their issue today and tomorrow.

How it Works



Breakdown Event

~50%

of roadside events don't require a tow.

But how many events could avoid service calls all together?



Opt-in

Eligible customers are offered the chance to opt in to receive Digital Fix tips for vehicle troubleshooting steps.



Digital Fix

Drivers are digitally sent step by step instructions to resolve their own vehicle issues while they wait for a service provider.

Back on the Road

DIY

With DIY, customers can be back on the road before a service provider is even dispatched.

Features



Self Help

Drivers are provided with the knowledge to resolve car issues on their own in less time than it takes to dispatch a service provider.



Troubleshooting Instructions

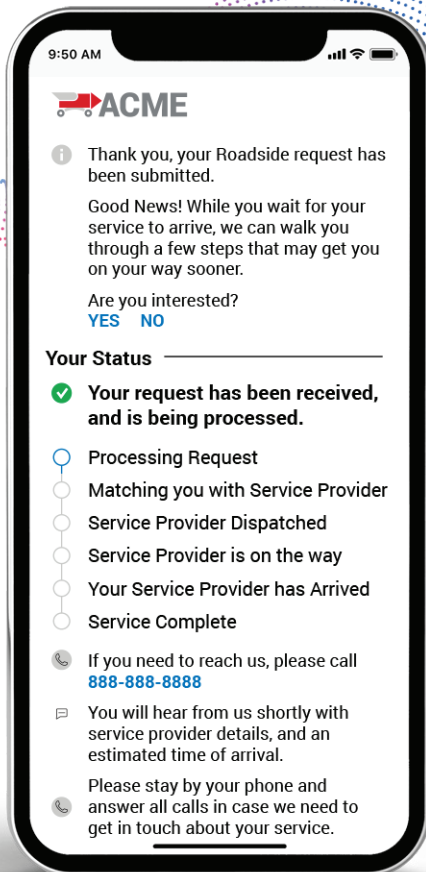
Validated tips and tricks to fix common vehicle issues without outside assistance.



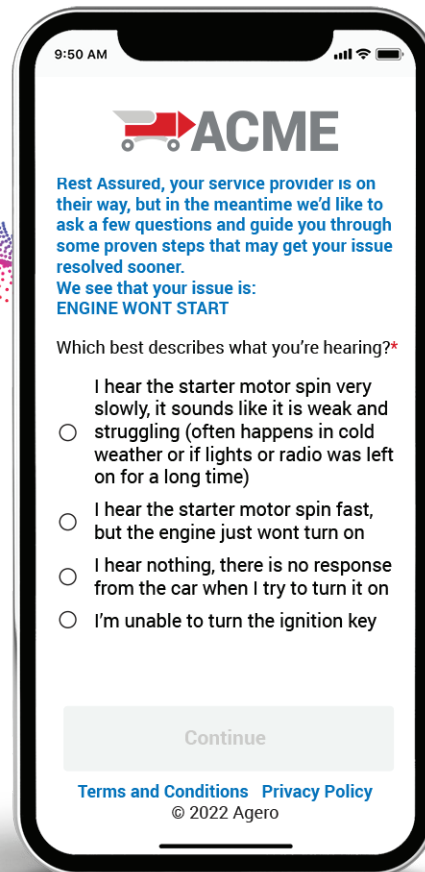
Customized Tips & Tricks

Customized knowledge to solve customer specific issue types for individual car makes and models.

Product View



Give your customers the option for a faster DIY fix, when you let them opt in to receive DIY steps to try while they wait for a service provider to be dispatched



Step by step tips and tricks to try for self-service issue resolution

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.**