

The Strength of an Independent Network

We have elevated our roadside service quality by creating a **competitive marketplace of independent service providers**, built on technology and fueled by scale.

When service providers compete to serve your customers in a performance-based dispatching environment, **everyone wins.**



Providers

Strive to outperform the competition to win volume and grow



Customers

Receive the best possible service, getting them back on the road faster



Clients

Get top-quality, consistent roadside performance that provides lasting positive impacts on their brand

The Pillars of a Competitive Provider Marketplace

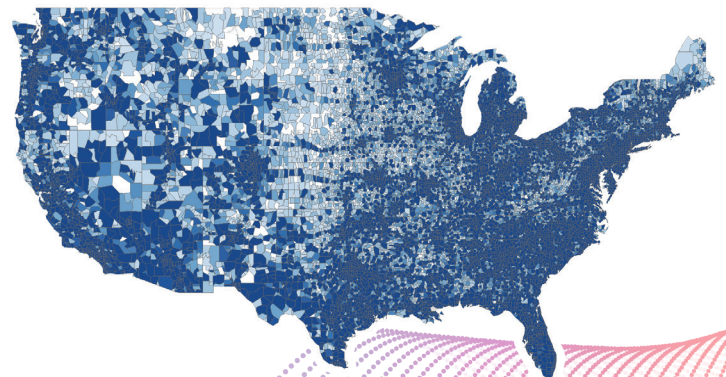
Dispatch Technology

Swoop converts real-time performance metrics into a Quality Score, which influences who is offered the job.

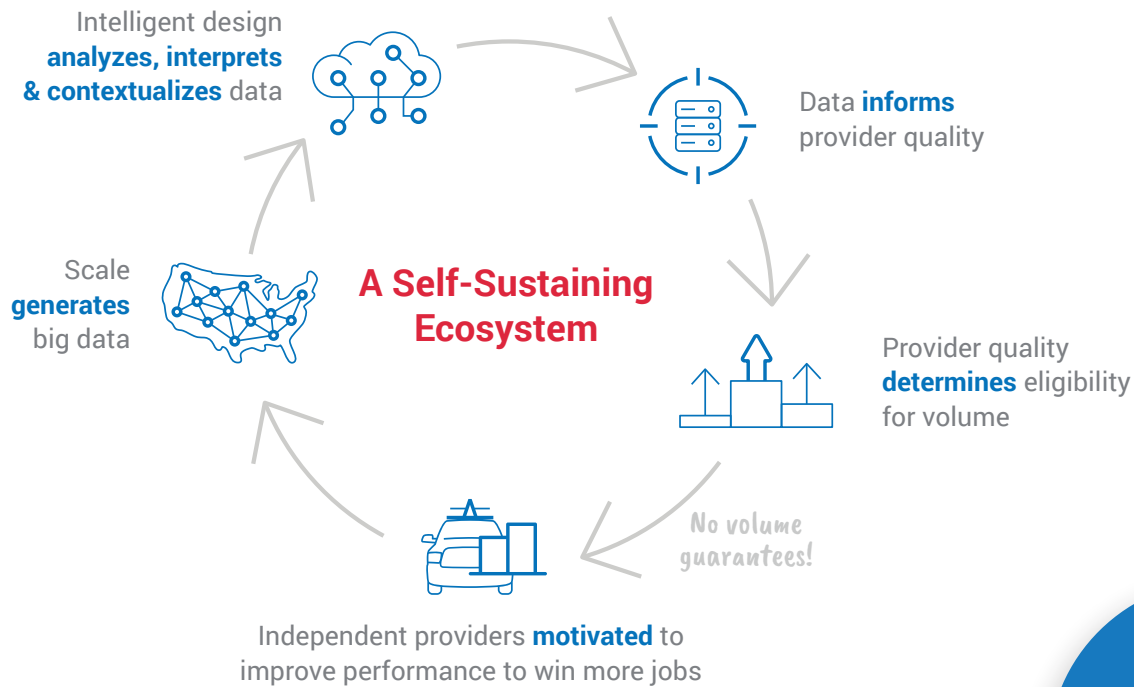
	1	2	3	4	5
BRAND:	N	Y	Y	Y	N
QUALITY:	86	89	84	81	85
ETA:	X	60	X	60	90
COST:	\$110	\$100	\$105	\$100	\$95

Scale

With millions of jobs up for the taking, providers prioritize Agero calls, fueling competition to earn volume and drive their business.



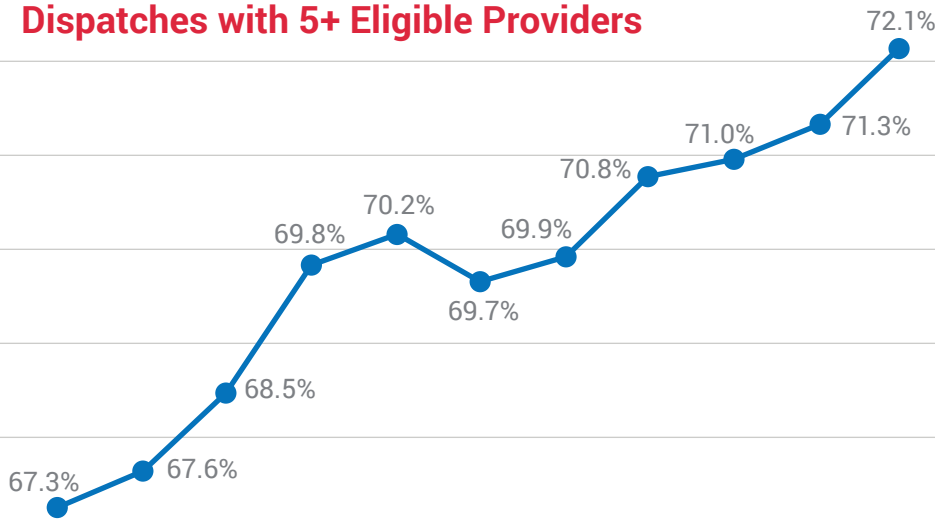
The Competitive Provider Marketplace



Volume in Competition

Having multiple eligible providers per job means more competition, better quality, and better service outcomes.

Dispatches with 5+ Eligible Providers



72%

OF ALL JOBS
HAVE 5+ ELIGIBLE
PROVIDERS

3

AVERAGE
PROVIDERS PER
JOB IN **TERTIARY**
MARKETS

+14

CUSTOMER NPS
SINCE 2021

About Agero

Agero's mission is to reimagine 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 independent 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.**