

RoadsideAID

Actionable roadside insights to build stronger customer relationships

Get a detailed look into your policyholders' Emergency Roadside Service events with metrics on the customer experience and full visibility into each event. Take advantage of timely new opportunities to engage with and support your customers.

The Roadside AID was designed and custom-built for you by Agero, State Farm's trusted roadside partner.



Benefits



See the Big Picture

Insights into the ERS customer experience for both your policyholders and your state.



Timely Insights

Near-real time data enables timely, proactive outreach and support.



Increase Revenue

Follow up after a positive event to ask about a testimonial, referral, or additional coverage opportunities.



Diagnose Specific Events

Use event details and customer comments to understand the details of each event.

The Roadside Impact

STATE FARM CUSTOMERS ASSISTED BY AGERO

1 IN 2
DRIVERS

WILL HAVE A
ROADSIDE EVENT
EVERY YEAR

ONLY
1 IN 5

DRIVERS WILL USE
THEIR ROADSIDE
COVERAGE DURING
AN EVENT

86%

STRONGLY
RECOMMEND
THE SERVICE
(2022 data)

AGERO ROADSIDE
COVERAGE PROGRAM
CUSTOMERS HAD AN

+11PT

RENEWAL RATE
INCREASE

VS CUSTOMERS
WHO CONTACTED A
PROVIDER DIRECTLY

Roadside AID Features

Policyholder Metrics

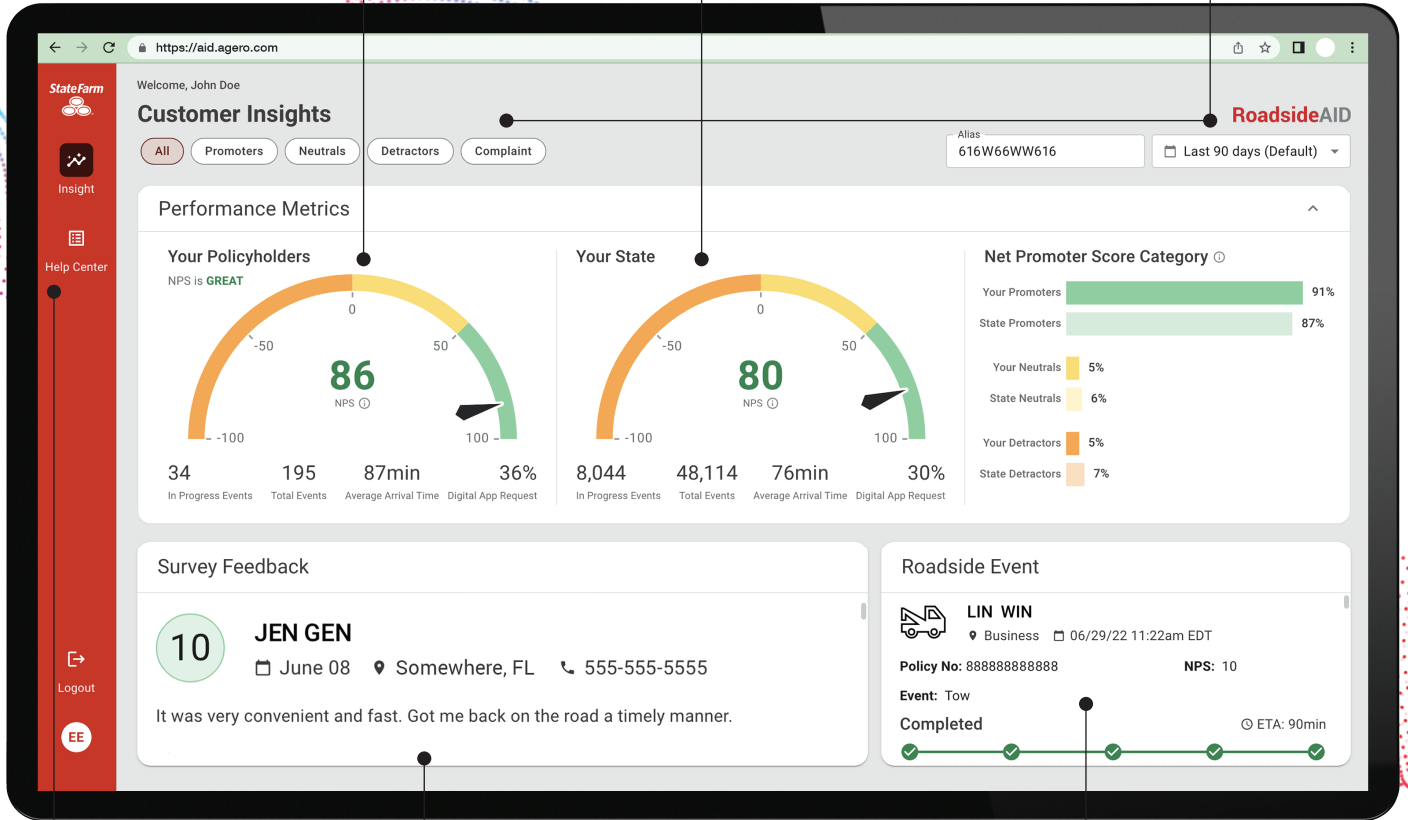
Aggregate customer experience metrics for your policyholders

State-level Metrics

View aggregate customer experience metrics for all policyholders in your state

Filters

Filter data by customer experience or by date range



Help Center

Everything you need to understand and use the Roadside AID including a Quick Start Guide, program coverage details, glossary, and more

Verbatim Comments

Read the actual comments left in post-event surveys

Activity Feed

Quickly see the details of each event, including contact details, location type, service type, and customer experience outcome

For a step-by-step video walkthrough, scan the QR code. 



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.**