

MissionControl

Improve cycle time and reduce delays that drive claims expenses with a dedicated escalation team empowered by predetermined triggers to intervene on secondary tow cases (VRM) in real-time.



YOUR BENEFITS

Operational enhancement that improves speed, efficiency, and cost mitigation capabilities.



Close more cases in less time

Over **85%** of secondary tow cases are **closed in fewer than 3 days**, an improvement of nearly 10% compared to 2022



Shortening long-tail events

Outlier events are **reduced by 30%***



Reduce secondary costs

29% shorter average cycle time* results in **fewer storage costs**.

DID YOU KNOW?

A longer claims process can result in a **7-point drop** in customer satisfaction according to the J.D. Power U.S. Auto Claims Satisfaction Survey.

*Compared to events without Mission Control treatment



FEATURES



Live Event Monitoring Shows live event data to identify when cases are at risk of delay, enabling immediate action from the Mission Control Team.



Detailed Case Data Open cases, volume by state, and advance charge data are all available in real-time to empower faster, more efficient escalation resolution.






Proactive Follow-up Dedicated team works with service providers, body shops, vendors, and client agents to progress the case and avoid delays.




Egregious Event Intervention Supervisors take action to reduce frequency of costly events such as body shop refusals, service provider fraud, and hostage vehicles.

Mission Control Triage

TRIAGE LEVEL	OBJECTIVES	ACTIONED BY
1	Ensuring timely approvals, fewer case cancels, and accurate case details	 Mission Control Agent
2	Mitigating high payments, reducing case rework and body shop refusals	
3	Negotiate excessive charges and locate missing vehicles	 Mission Control Supervisor
4	Legal intervention on hostage vehicles and service provider or storage yard fraud	 Mission Control Supervisor and Legal Team

Pilot Timeline

We're working on additional enhancements to improve efficiency and speed while we continue to modernize our platform. Here's an estimated timeline to achieve a more automated offering:

Q4 2023 expanding Mission Control services to all Accident Management clients							
		Q1 2024 migrating case management capabilities off of legacy system					
				Q2 2024 define and develop proactive alerts and automation capabilities			
				Q3 2024 launch enhanced Mission Control			

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.**