

Fast response to calls for assistance

PTV CallCenter Solutions installed at customer service centre

ROLAND Assistance's call centre agents provide about 20 million customers with 24-hour emergency services, which include night, weekend and holiday hours. Each year they respond to two million incoming calls and process 270,000 cases being reviewed for benefits. ROLAND Assistance GmbH is one of Germany's leading assistance providers.

Customer: **ROLAND Assistance GmbH**, has over 400 employees in different assistance units and offers assistance services to 150 companies in different industries, e.g. insurances, banks, automobile manufacturers, health insurance and leasing companies

Challenge: Software for localisation, routing, radius search to support the customer services team

Solution: PTV CallCenter Solutions

Localisation, routing, search for business partners and control centres

PTV technology was installed at ROLAND's Assistance in 2005 to support its customer services team. Call centre agents can track the caller's exact location and search for the repair service responsible for the specific area where the caller is broken down. This allows them to help customers find the shortest route to the next service garage or the nearest control centre in case of emergency.

Ralf Gilges, responsible for network management at ROLAND Assistance, Germany, describes why they implemented the new PTV technology: "The system we used to work with was no longer supported by the software provider. So, we needed a new solution."

It did not take him long to decide: ROLAND Assistance is an associate of assistance partner (AP) and uses AP's "Silver Fleet" for its breakdown services. AP was already using PTV's vehicle routing and scheduling software (at that time provided by PTV's subsidiary MAP&GUIDE) when Ralf Gilges started searching for a new system. Therefore, it seemed reasonable to choose the same technology.

Smooth transition and excellent support

The software was quickly implemented. Ralph Gilges says: "The transition to the new system went smoothly. Minor problems were encountered at the beginning, but they were quickly resolved."

The employees quickly became familiar with the new system. And he continues: "I must say, it was a real pleasure working with PTV."

Fast processing of breakdown calls and notification of claims

Tracking the caller's exact location, distance-based search for service providers and exact routing: PTV's CallCenter Solutions are tailor-made to meet the assistance providers' individual requirements.



PTV technology supports customer services team

Ralph Gilges is very pleased with the results: "PTV technology enables our team to consistently provide immediate care, concern and assistance. We also wish to thank PTV for their excellent support. I would definitely recommend the software solution for assistance applications."