

## Wow Your Customers With Seamless, App-Based Infosys Roadside Assistance



Roadside assistance has become an important part of auto insurance policies; and insurers can now respond better to their customers by offering a smart, user-friendly solution — Infosys Roadside

Assistance. Being a real-time, fully automated, app-based solution, it enables customers to review and select service providers, and access roadside assistance in emergency situations. The solution

has intuitive interfaces for customers, service providers, as well as the insurer; thus enabling them to automate and synchronize their interactions.

### The Infosys Roadside Assistance offering

Roadside assistance can at times be a matter of absolute emergency; and so, our offering combines accurate location-tracking and powerful automation to ensure that your stranded customer receives quick and hassle-free assistance. The app employs:

#### Location proximity

Locates a provider and checks their proximity to the customer making the request

#### Automation

Avoids multiple calls or call transfers for the customer, ensuring less number of touchpoints

#### Auto assignment

Assigns the request based on the geography of the service request and proximity of the service provider

## How the solution works

'Uberization' of roadside assistance will ensure a seamless interaction experience between the customer, the service provider, and the insurer. This solution enables customers to make requests

and track them in real time. Additionally, service providers can check and accept incoming requests in real time, and the insurer need not intervene in the whole process as all the interactions are

automated. Furthermore, the insurer can also monitor service requests and availability of service providers.



## Key features of the Infosys Roadside Assistance app

- **Personalization:** The app can quickly identify the user and his / her vehicle, track availability of and requests received by a service provider, and then guide the user accordingly
- **Time:** The success of the app relies on the time within which the task is completed. The app can provide notifications and real-time travel path updates to keep the user informed
- **Experience:** The app also accepts ratings and reviews that can further enable the management to ensure quality service delivery

## Key business benefits

An Uber model for roadside assistance will offer a seamless, end-to-end experience to customers, service providers, and the insurer alike. Some key benefits of this solution are:

- Positive experience for customers, service providers, and the insurer's staff
- Quick resolution of customer service requests
- Improved service delivery and lower operating costs
- Higher customer satisfaction and enhanced loyalty
- Cost optimization due to end-to-end automation

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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