

Case study

# National Emergency Assistance Service

Case study:  
**National Emergency  
Assistance Service**

# The Opportunity

**Insurance companies are increasingly offering roadside assistance to their customers. They require a national network of qualified mechanics to service this.**

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# The Problems

1. Significant volume of emergency callouts each day with very high levels of customer service expected.
2. 1,000+ independent contractors required to service the contract/s. All need to be trained, qualified and compliant.
3. Real time work order dispatch and contractor location tracking required.
4. Huge volumes of contractor invoices to be verified and processed. Difficult to ensure correct rates have been charged.

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# Eaco Solution

1. A secure and scalable cloud-based solution that streamlined the call management process.
2. Contractor onboarding, training and compliance management using eaco's sophisticated contractor management system.
3. Automated contractor matching and dispatching, with smartphone apps for real time location tracking.
4. Automated contractor invoice creation using rate cards and automated invoice approval rules. Sync with accounting software.

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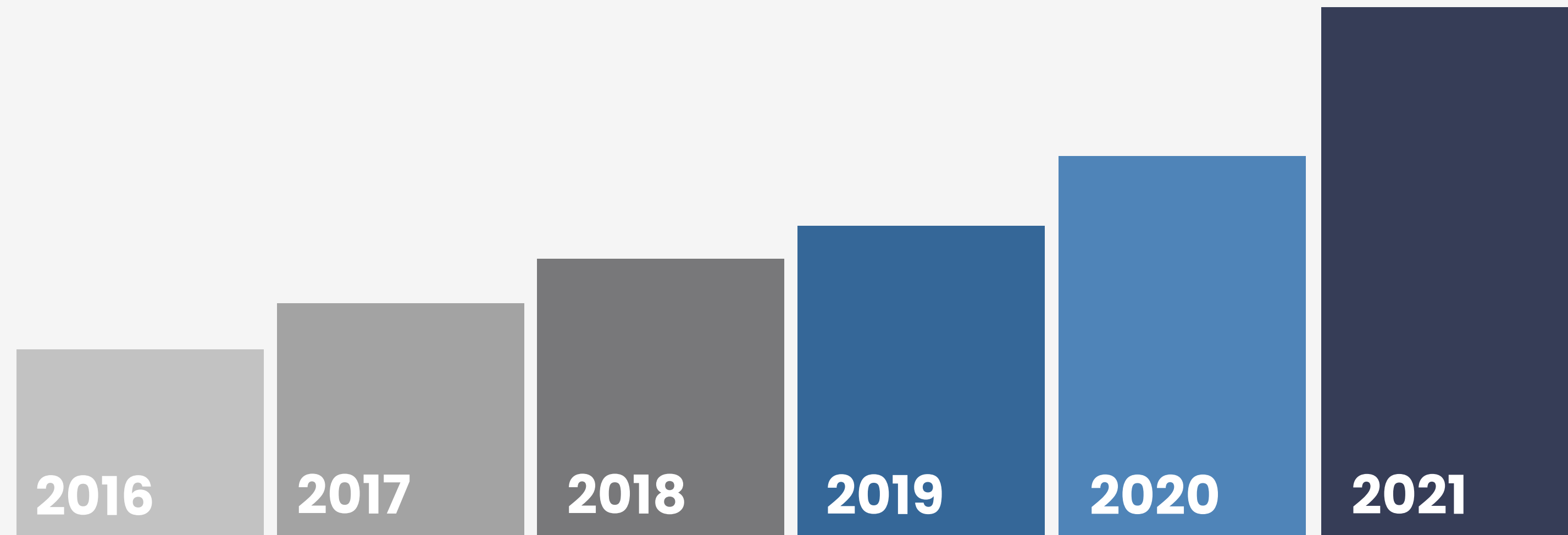
# The Results

**Utilising eaco's innovative technology to automate their processes and optimise their operations, the client is able to deliver a better customer experience and better business results.**

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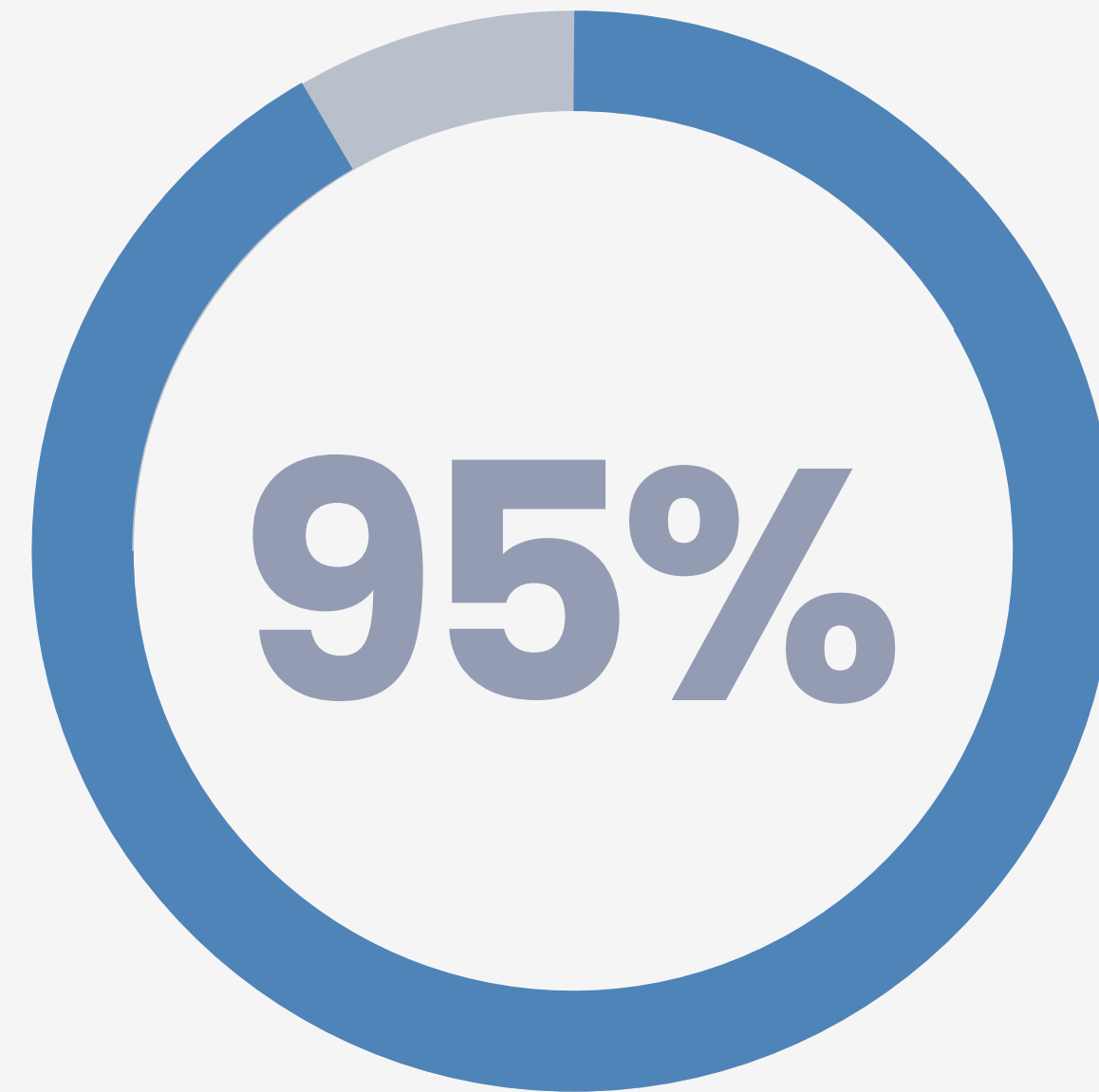
# The Results

The client has grown their business  
3-fold while using eaco.

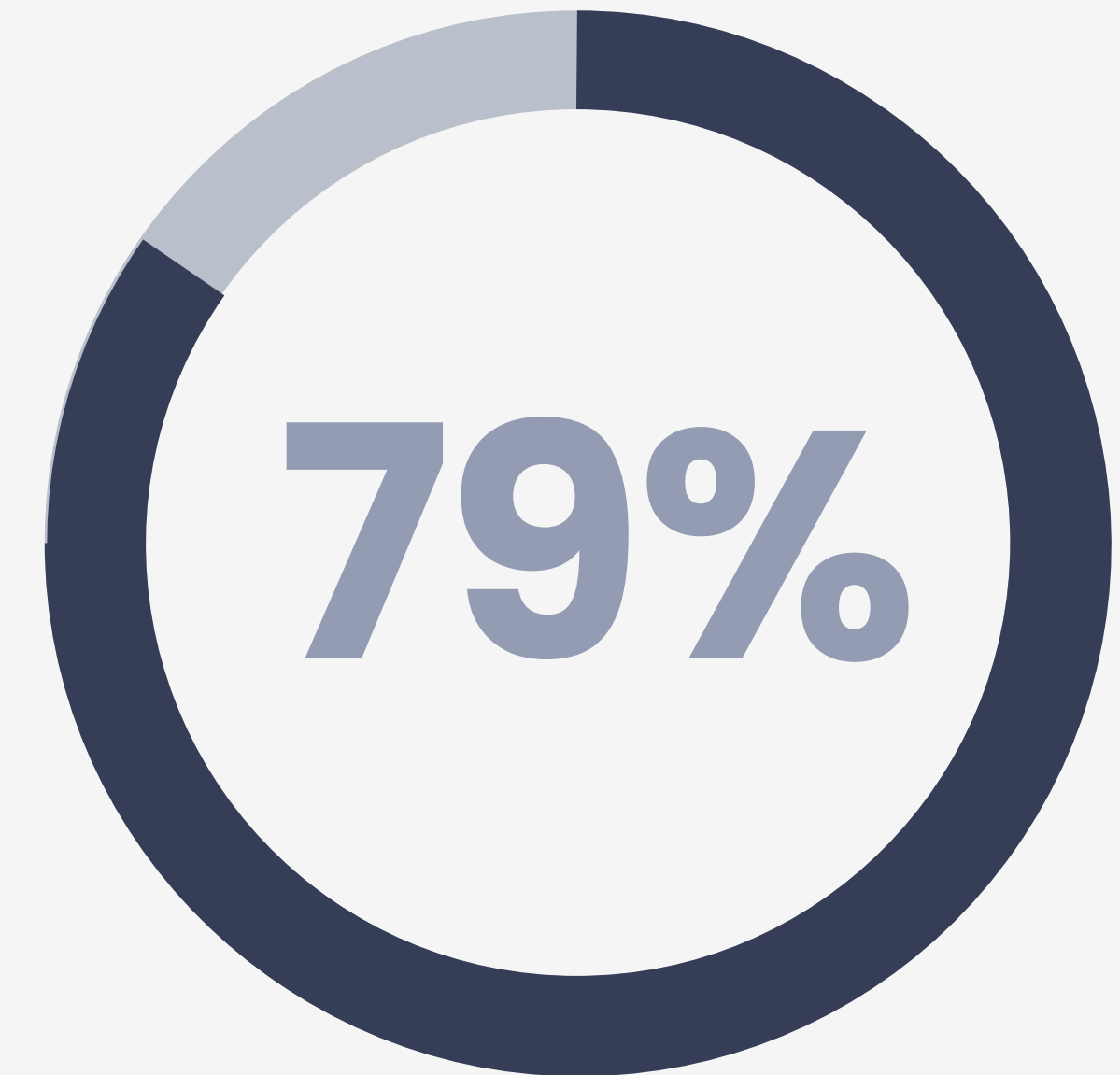


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## The Results



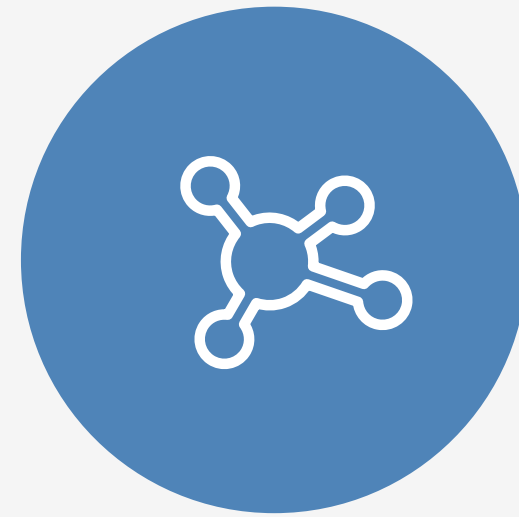
**of all provider match  
& dispatch cases are  
now automated**



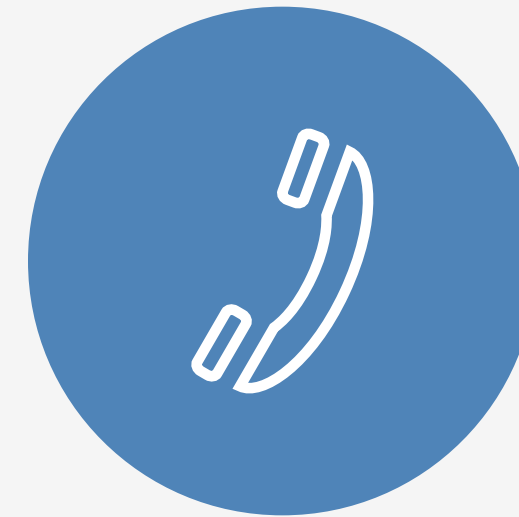
**of all provider invoice  
approvals are now  
automated**

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# The Results



**Optimisation  
of the provider  
network**



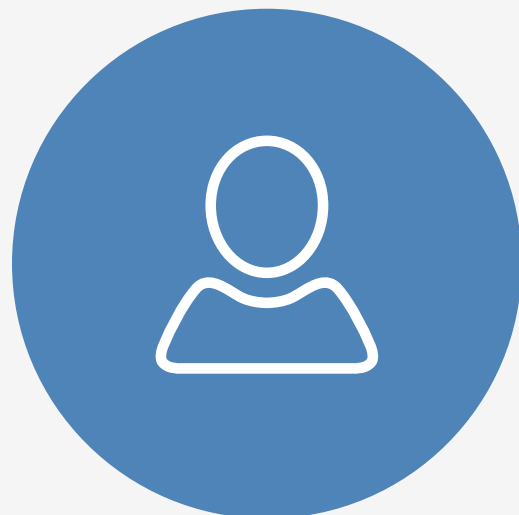
**Reduction in  
inbound/outbound  
calls through  
Contact Centre**



**Insights and  
analytics for  
better data-  
driven decisions**



**Compliance  
risks  
reduced**



**Improved  
customer  
experience**



**Improved  
financial  
forecasting**

Why is eaco right for your business?

**It's not just about  
the value of  
eaco, it's about  
the value eaco  
can add to your  
business**

# **Start the conversation**

Don't miss this opportunity to get a head-start in what  
could be a game-changer for your business.

## **Contact**

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