



**FAST. AGILE. PROVEN.  
ON-DEMAND  
FLEET MAINTENANCE  
SOLUTIONS.**

CAPABILITIES



## WHY TTN FLEET SOLUTIONS?

# Better technology. Better business results.

From high-tech driver support centers to modern, web-based roadside assistance services, we provide everything you need to achieve competitive advantage.

## Service Driven Solutions

TTN Fleet Solutions is growing fast, because we help customers achieve better business results. Our solutions add discipline and control to fleet maintenance processes. We also add purchasing power, speed, careful auditing, and protocols designed to keep a lid on costs — hard and soft. Our service pays for itself while customers add focus to their primary businesses.

### World-class driver support

We expertly manage breakdown events to ensure drivers are well-served, the right providers are assigned, services are performed as requested, and no more time, labor or materials are used than necessary. We ensure accuracy by auditing every invoice.

We relieve pressure on our customers' call centers by filling specific needs, or we offer comprehensive contact center services.

### FleetAssist software & service

Our web-based software provides the industry's smartest, easiest solution for managing unexpected maintenance events. It's always on. Get a provider in minutes, track progress in real time, pay less overall, and benefit immediately.

### Emergency roadside assistance

We minimize downtime with modern technology. We maximize uptime with greater compliance. We lower maintenance costs with smart workflow and cost-reduction data.

The secret to our success is the strength of our network. We can reach most breakdowns, anywhere in the U.S., within approximately 45 minutes, often less.

We lower costs by eliminating phone calls and immediately connecting with service providers with whom we've already negotiated the industry's lowest rates. Typically, we have our clients' vehicles back on the road within less than two hours.



### Temporary or outsourced contact center services

We're the fleet maintenance industry's go-to supplier for world-class contact center management in support of fleets, insurance companies, original equipment manufacturers, or after-market part suppliers.

If you manage a breakdown team or an emergency call center, then you know the importance of managing nights, weekends, and periods of peak demand. You have experienced people not showing up, overtime being scrutinized, or having too many or too few staff to match inbound call volume.

Fortunately, we're here 24/7/365.

We relieve pressure on our customers' fleet maintenance and emergency response contact centers by filling specific needs. At any time, you can toss your phones to our highly trained staff of transportation and maintenance industry professionals. Our knowledgeable, capable technicians answer calls immediately, act with urgency, and keep your drivers or customers engaged throughout repair or recovery processes.

Our technology mimics your protocols, your decision processes, and your original equipment specifications to maximize warranty claims, when needed. What you ask, we do in a manner consistent with your team.

Whether you are searching for supplemental support or a comprehensive, outsourced solution, we offer the experience, people, and technology to help.

### White-label contact center services

For customers who need a branded call center solution, we offer the type of careful customer service that not only protects, but also enhances your brand. We are the preferred "1-800" service or technology-enabled contact center for the world's most recognizable and respected fleets, insurance companies, and manufacturers.

### Accident management

One call to us can save you thousands. It can reduce administration and get your equipment and driver back on the road, faster.

We manage accidents with three purposes in mind. First, we do everything we can to lower the costs associated with the event. Second, we secure your customers' cargo and work to get it where it's supposed to be. Third, we move to get your equipment repaired and back on the road as quickly and inexpensively as possible.



**WANT TO KNOW MORE ABOUT TTN?**

# Arrange an introduction

There's no better partner for fleet owners, operators, or maintenance managers. We resolve the challenges and complexities facing maintenance professionals in the transportation industry.

To arrange an introduction, see your TTN Fleet Solutions Representative or email [sales@ttnfs.com](mailto:sales@ttnfs.com).

