



# ServiCase<sup>TM</sup>

Search from thousands of towing and roadside service providers nationwide. The most qualified providers in towing, mobile mechanics and tires are available to get you back on the road.





When you have an on the road failure, do you have trouble finding qualified service providers who can handle your needs?

ServiCase allows users to search from thousands of service providers nationwide with readily available information to contact and dispatch out to fleet vehicles in need.




Case #: 00012348 Call Date: 05/25/2020 11:30 AM

Service: Mechanical

Type: Tractor Year / Make/ Model: 2017 Kenworth t680 License Plate:

Location: 77 West St. Springfield, MA 01104



**Bayside Truck Repair** ↓

877-555-1111  
Springfield, MA

★★★★★

780 Main St.  
[dispatch@Baysidetruck.com](mailto:dispatch@Baysidetruck.com)

[View Services](#)

Hours of Operation: 7am - 7pm (M-F)  
Insurance: On File

Notes:  
Preferred vendor for all services within 75 miles of Springfield. Jackson's second number is 555-555-82222.

[Report Issues](#)
[Skip](#)
[Contact](#)

Distance to Location:  
6 Mi.


Port to Port:  
18 miles/ 1.50 hours

Estimated Cost:  
\$250.00

Contact:  
Jackson Brown

Last Used:  
01/05/2020

Times used:  
16



**Ray's Truck Service** ↓ ⚠

413-555-1111  
Springfield, MA

★★★★★

[View Details](#)

Distance to Location:  
18 Mi.

Port to Port:  
54 miles/ 2.25 hours

Estimated Cost:  
-



**Extreme Truck & Tire** ↓

413-555-2222  
West Springfield, MA

[View Details](#)

Distance to Location:  
27 Mi.

Port to Port:  
-

Estimated Cost:  
-





Is there value in having a directory of mobile tire services available that shows which brands they carry and the services they offer?

The ServiCase tool allows the service providers to update their profiles regarding the brand they stock, allowing your first call to go to a provider who has what you need. Additionally, ServiCase lets you filter the results to see only those who offer services you may need such as mobile tire service, mechanical repairs, or welding work when the tire failure causes other problems



### Tire

Service:	Tire	▼
Type:	Replace	▼
Rim Type:	Modular	
Rim Size:	17.5	
Rim Condition:	Good	▼
Rim Material:	Aluminum	▼
Wheel Offset:	+45mm	
New Tire Brand:	Goodyear	▼
Failure Reason:	Irregular wear	▼
Requested Activity:	Replace	▼
Tire Position:	Trailer	▼
Tire Tread:	Symmetrical	▼

Selecting tire as the service type provides all of the necessary fields to get the right service provider and tire to your equipment and get your vehicle rolling again.



When you have the need for towing services, would it be beneficial to have access to quality service providers used by your peers?

With ServiCase you gain access to a network of tens of thousands of service providers across the country. The tool allows you to search for those providers in the area where you need service and to look at only those who can perform the work you need. As you interact with these service providers the tool allows you to rate your experiences and keep private notes about those who were beneficial to you as well as about those you may choose not to use in the future.

## What is ServiCase?

ServiCase is a web-based breakdown management system that provides carriers and small fleets the ability to electronically search for Providers, dispatch jobs and track events.

# ServiCase Breakdown Management

ServiCase is also utilized as a breakdown management tool for carriers that operate their own breakdown centers. These centers use ServiCase for locating service providers allowing for the carrier to quickly and efficiently find the best suited service provider to get their vehicles back on the road.

ServiCase Legion Trucking - Hello, Jack Welch

Case #: 0012348 Case Status: Pending Service Start: 02/25/2020 11:30 AM Elapsed: 00:00 Remaining:

### Customer

**LEGION TRUCKING**

PO: LT2020-6-247 Generate PO

Ref:   
 Agent: Jack Welch

Department: Region 6   
 Caller Name: Fred Jenkins   
 Caller Phone: 555-555-1111

### Vehicles

Tractor - 9876

Unit Number:	AB9876	License Plate:	
Type:	Tractor	License Plate State:	NH
Year:	2017	Vehicle Group:	Region 6
Make:	Kenworth	Driver Name:	Fred Jenkins
Model:	t680	Driver ID:	
Color:	Red	Driver Group:	
VIN:	1FDXF47F42ED16971	Driver Phone:	555-555-1111
Loaded:	Yes	Driver Email:	
Total Weight:	13,000 lbs.	Driver Waiting:	Yes
Odometer:	246,802 mi.	# Occupants Riding:	0
Engine Hours:	hrs.	Phone, Text, Email:	Phone/Text

Complaint:  
Brake pedal soft - hard to stop

### Locations

Springfield, MA

Name: Pride Truck Stop   
 Address: 77 West Street   
 City: Springfield State: MA Zip: 01104 Country: USA

### Services

Mechanical

Type: Brakes

Cause:   
 Correction:

### Status

Assigned Company:   
 Company Phone:   
 Svc Status:   
 Agent:   
 Date / Time:   
 ETA (Minutes):   
 ETA (D/T):   
 Assignee PO:   
 Assignee PO Cap:   
 Estimated Price:

Notes 0 Photos & Attachments 0

Search Cancel Save



When a breakdown occurs, a new "Case" is created where the vehicle, location and service type are entered.





Are you recording your experiences with mobile and stationary mechanical services to allow you to have a vetted list of providers you can trust to get you back on the road?

ServiCase Legion Trucking - Hello, Jack Welch

Company Profile Hours Services Offered Insurance Rates

Company Information: Rating: ★★★★★ Last Updated: 09/24/2019 8:15 AM

Company Name	Boise Valley Truck Service	Company Primary Phone	555-555-1212	Upload Company Logo
Legal Entity Name	Boise Valley Truck Service, LLC	Company email Address	dispatch@valleytowing.com	 Upload Logo Clear Logo
Company Type	Mobile Proprietorship	Dispatch Phone Number	555-555-1222	
SDOT #		DUNS #		
Industry Type	Mobile Mechanic	Additional Company Name (AKA)	Valley Truck Service	
Company Description		Website	valleytruckservice.com	EIN # (Tax ID Number) 12-3556811
Notes:	Preferred vendor for all services within 150 miles of Boise. Jackson's second number is 541-555-8522.			Owner Name Joe Bishop

Update Profile Onboard Provider




ServiCase includes a Service Provider Manager module which allows users the ability to organize and maintain critical information about their providers. Services offered, insurance coverages, hours of operation, rates, ratings, private notes, and more can all be updated and confidentially maintained by your company.



# Cases

Within ServiCase, the Cases screen shows all of the open, active and unassigned cases as well as the associated information, current status and elapsed time for each. Customizable tabs and dynamic filters allow the user to determine how cases can be viewed and organized.



ServiCase Legion Trucking - Hello, Jack Welch

All - 7 Mechanical - 4 Intermodal - 0 MidWest - 3 Unassigned - 1 Exceptions - 2

Case #  Include Completed  Status

Point	Case #	Created	Customer	Service - Type	Status	Updated	Elapsed Time	Vehicle	Location	Provider	Tags	Actions
	008157	04/10/2020 11:30 AM	Legion Trucking	Mechanical Brakes	Dispatched	04/10/2020 11:48 AM	30 m	Tractor 2017 Kenworth -t680	77 West Street Springfield, MA 01104	Bay State Truck Service		
	0008159	04/10/2020 11:41 AM	Legion Trucking	Mechanical Repair	En Route	04/10/2020 11:59 PM	19 m	Trailer 2017 Great Dane	West Bound I-20 btn MM 537-538 Owlette Green TX	Lucas Welding		
	0008155	04/10/2020 10:14 AM	Legion Trucking	Mechanical Brakes	Working	04/10/2020 10:55 AM	1 h 43 m	Bus Transit	I- 65 N Bnd @ Hwy 32 Center Township IN	Loves	ERT	
	0008156	04/10/2020 10:35 AM	Legion Trucking	Mechanical Hydraulics	En Route	04/10/2020 11:11 AM	1 h 25 m	Tractor Volvo VAH400		Lucas Welding	ETA	
Bill Thomas	0008160	04/10/2020 11:59 AM	Legion Trucking	Towing Recovery	Draft	04/10/2020 11:59 AM	1 m	Tractor	St Louis, MO		Urgent	



ServiCase™