



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?

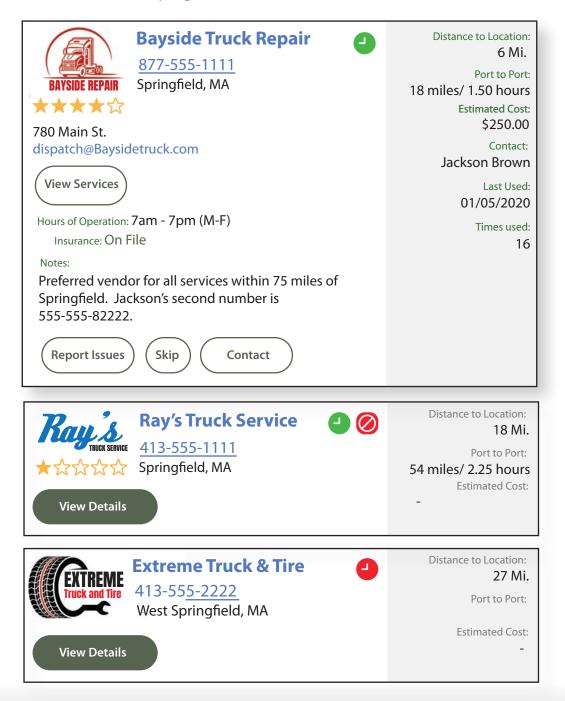
ServiCase allows users to search from thousands of service providers nationwide with readily available information to contact and dispatch out to fleet vehicles in need.



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

Service: Mechanical

Type: TractorYear / Make/ Model: 2017 Kenworth t680License Plate:Location: 77 West St. Springfield, MA 01104





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

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.



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.

erviCase				Legion Trucking - Hello, Jack Welch
Case #: 0012348 Case Statu	Is: Pending 🗸		Service Start: 02/25/2020 11:30 AM Ela	psed: 00:00 Remaining:
Customer			Locations	
Department: Region Caller Name: Fred Je		LT2020-6-247 Generate PO Jack Welch one: 555-555-1111	Springfield, MA Name: Pride Truck Stop Address: 77 West Street	: <u>MA ~ Zip: 01104</u> Country: <u>USA ~</u>
Vehicles			Services	Status
Tractor - 9876		\oplus	Mechanical	
Unit Number: AB987 Type: Tracto Year: 2017 Make: Kenwo Model: t680 Color: Red VIN: 1FDXF Loaded Yes Total Weight: 13,000 Odometer: 246,80 Engine Hours: Complaint: Brake pedal soft - hard to stop	r License Plate r License Plate Vehicle Group Driver Name: Driver ID: Driver Group 147F42ED16971 Driver Email: Driver Email: Driver Waitin Phone, Text, I	State: NH ✓ b: Region 6	Service: Mechanical ✓ Type: Brakes ✓ Cause: Correction:	Assigned Company: Company Phone: Svc Status : Agent : Date / Time: ETA (Minutes): ETA (D/T) ETA (D/T) Assignee PO: Assignee PO Cap: Estimated Price:
Notes		0	Sear Photos & Attachments	ch ^ 0





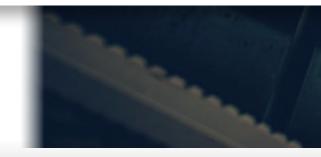
When a breakdown occurs, a new "Case" is created where the vehicle, location and service type are entered. 0

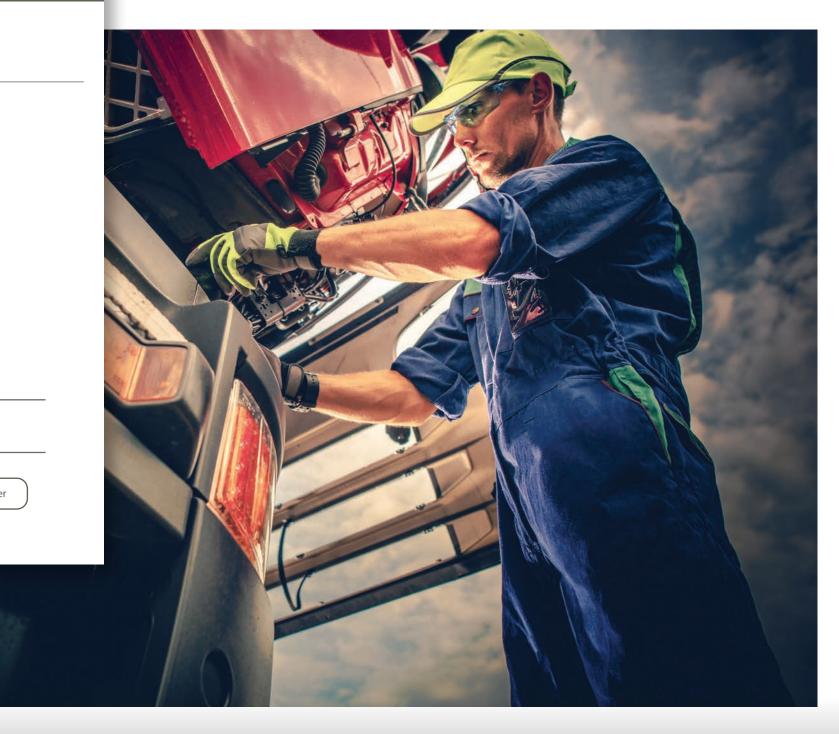
ServiCase

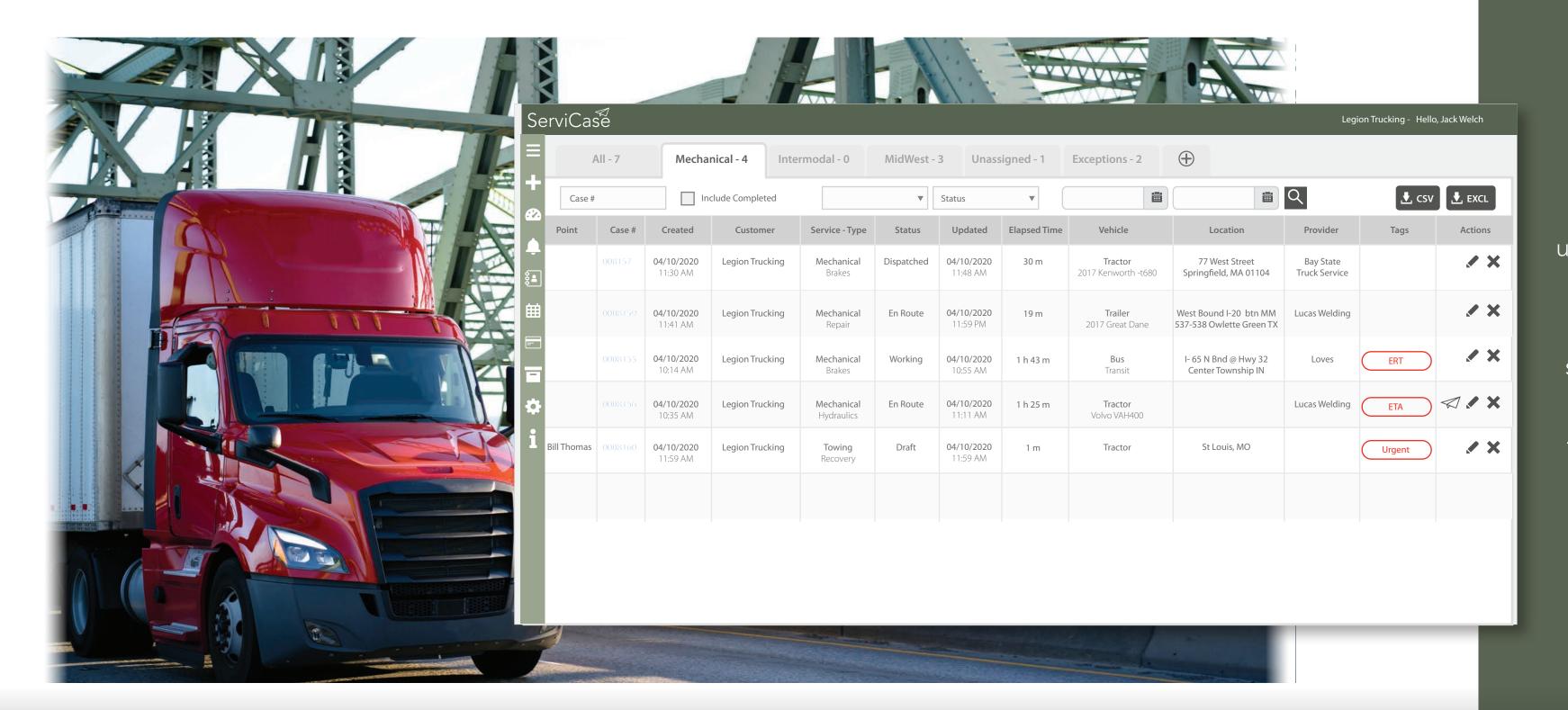
Are you recording your experiences with mobile and stationary mechanical services to allow you to have a vetted list of providers you can trust to get you back on the road?

Company Profile	Hours	Services Offered	Insurance	Rates	
Company Informatio	n: Ra	ting: $\star \star \star \star$			Last Updated: 09/24/2019 8:15 AM
Company Name			Company Primary Pho	one	Upload Company Logo
Boise Valley Truck Se	rvice		555-555-1212		
egal Entity Name			Company email Addre	ess	BOISE VALLE
oise Valley Truck Se	rvice, LLC		dispatch@valley	rtowing.com	
ompany Type			Dispatch Phone Numl	ber	
ole Proprietorship		\sim	555-555-1222		
SDOT #			DUNS #		
dustry Type			Additional Company I	Name (AKA)	Upload Logo Clear Logo
Iobile Mechanic		\sim	Valley Truck Serv	vice	
			Website		EIN # (Tax ID Number)
ompany Descriptio	on		valleytruckservi	ce.com	12-3556811
					Owner Name
Notes:					Joe Bishop
	ndor for all service Boise. Jackson's se				·
number is 54			11		Update Profile Onboard Provi

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[™]