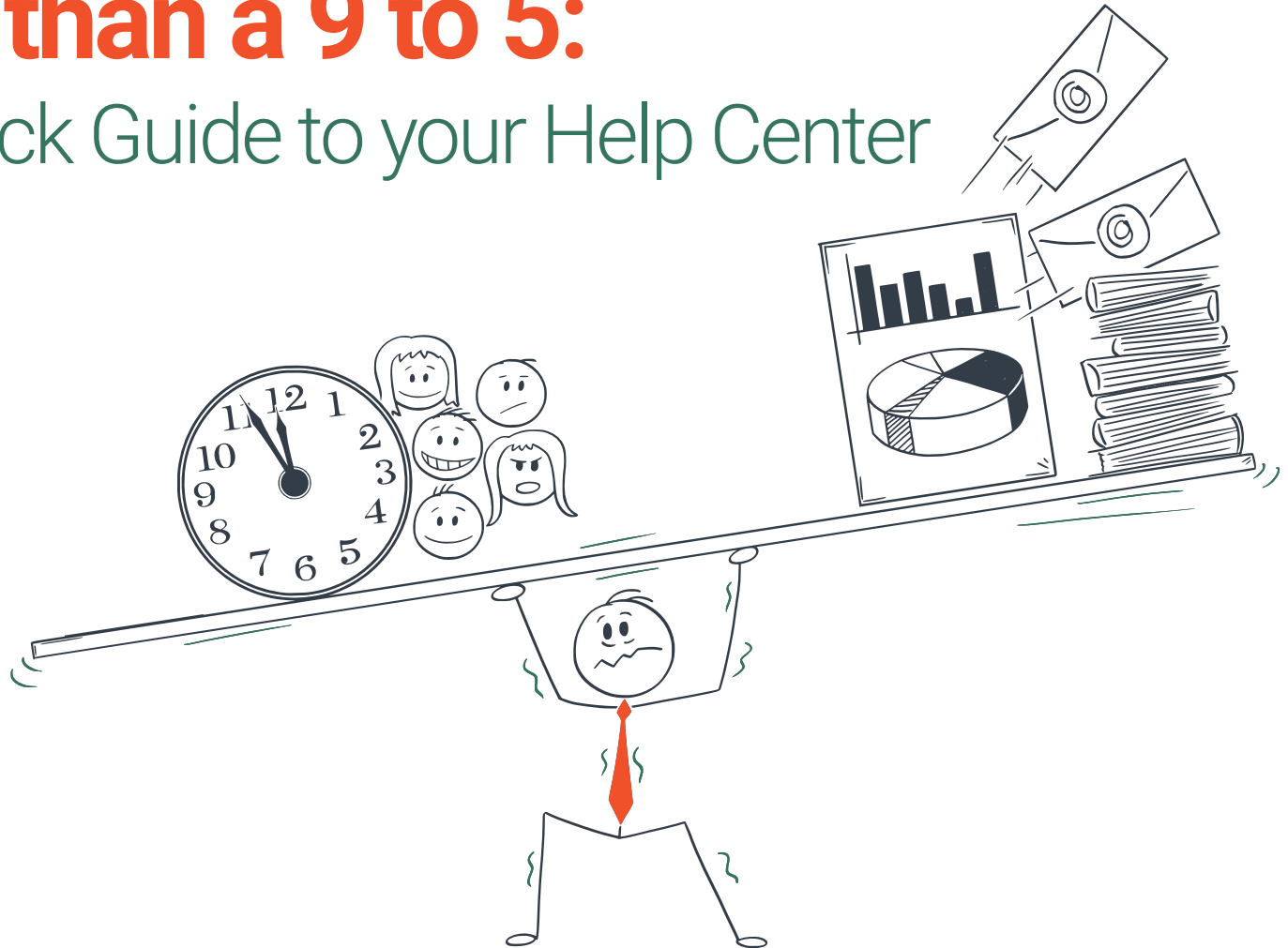


More than a 9 to 5:

The Quick Guide to your Help Center



A major key to running a successful business is having a great support system behind it.

Depending on your industry, there usually isn't a "9 to 5" anymore. Living in a world where everything is at your fingertips, your customers expect the best from you at all hours. But who supports your staff or drivers when they run into issues?

The AssetWorks Field Service Solutions (FSS) Help Center thrives on helping our customers with difficult tasks and developing solutions for them in the future. We put together a list of reasons why you should use our Help Center and how it's a step above our competition.

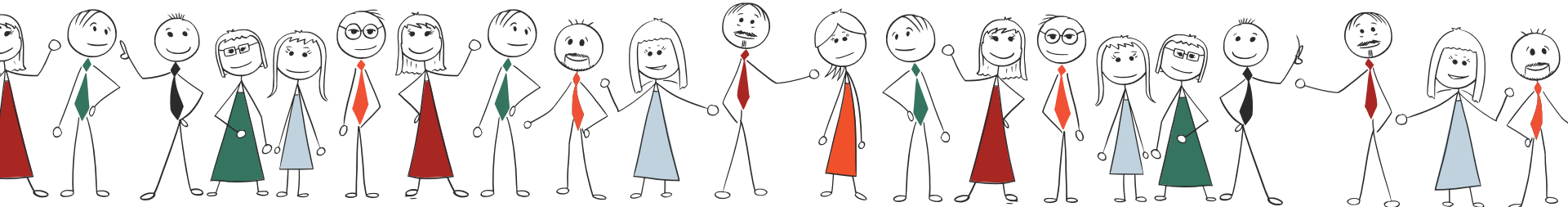


Talk to our Knowledgeable Experts



When you have a question or run into an issue with your devices, you need to speak to someone who knows exactly what you want and can show you where to get the answers. Our experts have years of experience in the industry and have seen virtually every scenario out there – finding the right solution won't be a problem.

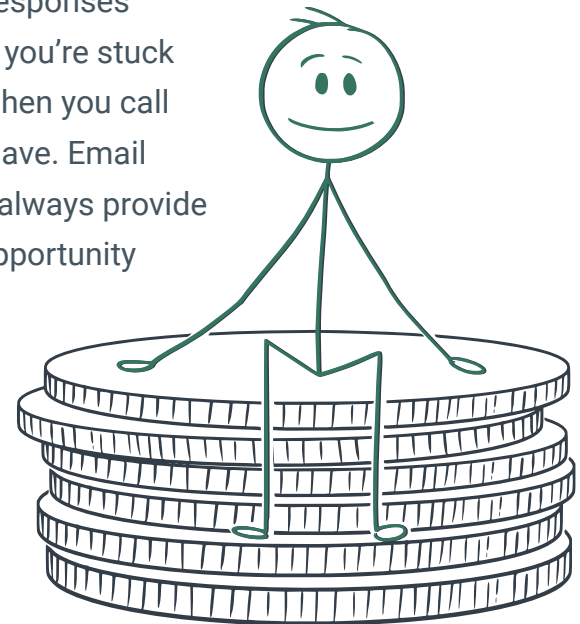
They can see underlying issues and challenges that might NOT be invisible to end users or operators. A staff that can see a problem ahead of time and address it before it becomes an issue is a value in and of itself. If your driver or team starts running into issues with their electronic logging device (ELD), our experts are able to help you remotely diagnose the problem so get you back on the road. Our goal is to give you knowledge right at your fingertips.



Time is Money, Your Money

The old saying still holds true, “time is money.” If your vehicles are in downtime while you try to figure out what’s going on with their ELD devices, you’re losing out on money you could be receiving from working that job (not to mention possibly hurting the reputation you’ve been building). You can’t afford to take those type of hits.

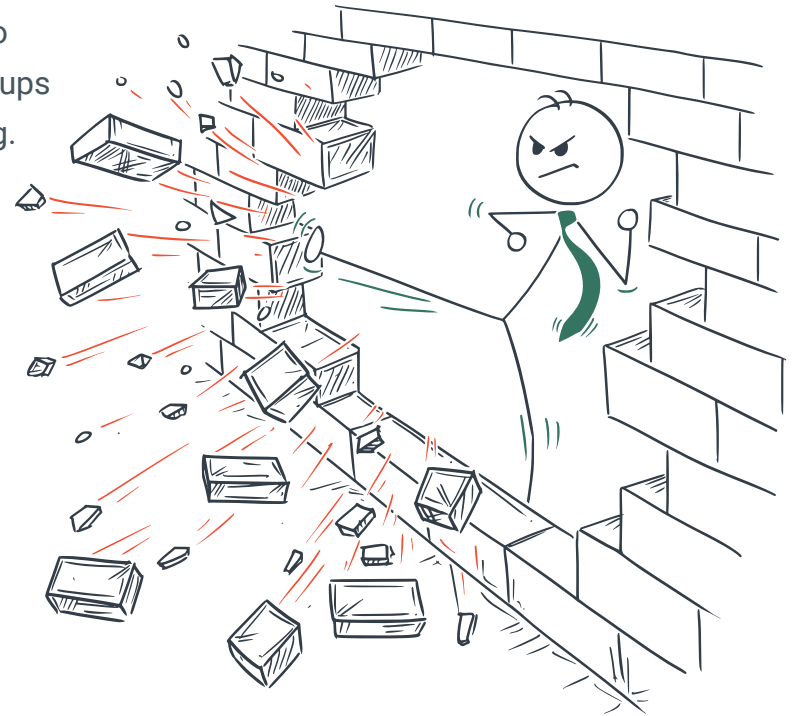
The AssetWorks Customer Support Team’s goal is to reduce long wait responses for simple problems or questions. They’ll provide easy assistance when you’re stuck and make sure all your needs are met. You’ll always have a live expert when you call who can walk you through any troubleshooting or other issue you may have. Email responses always have less than a 24-hour’s turnaround time, and we’ll always provide great information. Our Self-Checkout on the help site is also a perfect opportunity to get quick answers and go for the “do it yourself” method.



Shortcuts When you Really Need Them

When you're in a time crunch, you need quick tips and shortcuts to help you through your work day. Our experts will show you how to use and create reports to analyze possibly unexpected data that you didn't know before. You can save on fuel and maintenance costs by taking that data and utilizing it throughout your fleet to run more efficiently.

The Support Team will show you how to add new vehicles to track so that you can become more efficient by creating groups to cut down on the time you spend searching and navigating. We'll go into the details of walking you through your hours of service (HOS) and your vehicle's history, to make sure everything is in compliance and that you're getting your money's worth.



Keeping you Up to Date

No company ever lasts if they don't listen to their customers. That's why AssetWorks FSS makes it a priority to listen to our customer's feedback and problems, so we can help solve them. We're constantly providing updates to our software and adding new features to help our customers have a better experience.

Our Customer Support Team can go into detail on new features that your product has received and how it will specifically benefit you and your company. In addition, they'll be able to show you firsthand how to reduce your pain-points and how a particular update can potentially give you a greater ROI. We're always listening to our customers and receiving feedback on how they operate on a day to day basis. Utilizing our team to maximize the best product for our customers is what AssetWorks FSS strives for.



Unmatched, 24/7 Support

Problems don't quit for the day at 5 o'clock and neither do you. Long days and longer nights are sometimes what it takes to get the job done. We know issues can occur anytime, that's why our support team is available 24 hours a day. We're here to help you no matter where you are or when you need it. Do you find yourself up late at night thinking of a problem, but don't feel like talking to someone on the phone about it? Our Help Center also delivers outstanding information for whatever your problem may be. With articles, videos and tutorials widely available, there is something for any problem that might be keeping you up at night.

AssetWorks Field Service Solutions (FSS) gears products towards our customers' needs and helps create solutions for their problems. Our outstanding Customer Support Team will help you go beyond troubleshooting an issue, and help find more efficient ways to operate your day-to-day to help you see a greater ROI. You're no average trucking (transport) company, and your customer support shouldn't be either.

