

## RAC Commercial Assistance chooses integrated incident management solution from VT Software Solutions



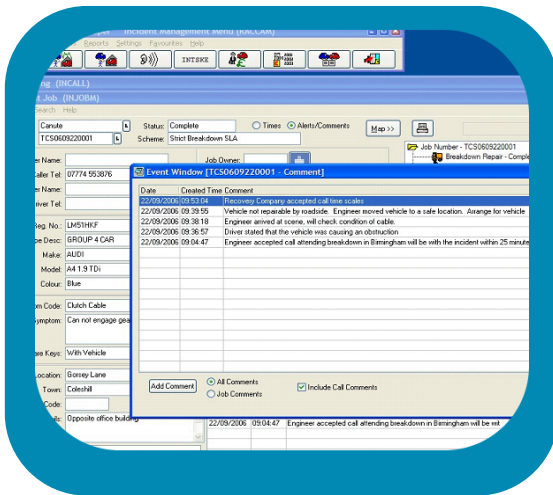
Thanks to a new integrated incident management system from VT Software Solutions, RAC Commercial Assistance (RACCA) is set to improve customer service through the effective measurement and management of performance against service level agreements.

RACCA provides breakdown support, 24 hours a day, 365 days a year for trucks 3.5 tonnes and above throughout the UK and Western Europe. That support is coordinated at the RACCA call centre in Cheadle Heath, Stockport, which handles ½ million phone calls a year.

The Tranman solution enables RACCA to record breakdown requests, deploy the closest third-party engineer through integration with mapping software, and help manage the incident through to completion. The solution also manages the recovery of the vehicle loads, including those requiring specialist management such as hazardous chemicals, livestock, perishable loads or cash trucks.

**RAC**

Tranman's fully integrated solution replaces an existing out of date system that previously handled the needs of the RACCA's various client schemes, including pay on use and membership schemes. Each scheme uses different Service Level Agreements (SLAs) to measure performance and has different workflows set up to manage incident progression.



Phil Ryan, Head of Service Delivery Contact Centres, RAC said, "Tranman Service Desk provides us with clearer visibility of our key performance indicators, and ensures that each incident is managed according to the predefined contract SLAs, with a number of alerts helping our operatives to manage the incident."



Designed for a modern call centre environment, Tranman Service Management integrates with Computer Telephony Integration, GIS mapping, email, fax and sms to streamline processes and reduce incident call times. It enables businesses to deliver a complete service to their customers, from initial point of contact and allocation of resource, through to resolution. The system can be tailored on a scheme-by-scheme basis to control processes, and captures specific data relevant to each customer's business.