

# ODO | Driverline

## One call does it all



### Breakdown

- Collect drivers specific Breakdown provider details including policy number
- Transfer to relevant Accident/ Breakdown supplier where necessary



### Accident

- Collect any relevant details for insurance etc.
- Transfer to relevant Accident/ Breakdown supplier where necessary



### Service, Maintenance & Repair

- Extensive UK Dealership Network
- Exceptional customer service levels
- Customers benefit from compliance being steered as per contract instructions



### Tyres

- UK's largest panel of Tyre partners
- Live diary integration with stringent SLAs
- Exceptionally competitive pricing terms
- Web-based placement, authorisation & billing system



### Glass

- UK's largest panel of Glass partners
- Web-based placement, authorisation & billing system



### General Enquiries

- Assisting drivers with general enquiries
- Out of hours support where necessary
- Easy transfer of call back to employer when required

## Branded communication assets



## Driverline

Available to all active ODO vehicles, the Driverline service works seamlessly with ODO. Jobs booked via Driverline are imported back into ODO under the vehicle registration number once invoiced, creating a vehicle maintenance history for the Fleet Manager.

### Features

- Dedicated 24/7 Driver Concierge for your customers
- Unparalleled automotive knowledge
- White labelled to your company
- Working as an extension of your organisation
- Providing Full In Life Events Driver Support
- Accident, Breakdown, Tyre, Glass, SMR
- Booking and Directional Services
- Ability to direct to your network
- Diary integration possible
- Extensive UK Network Coverage
- Largest panel of Tyre and Glass suppliers
- National Tyre Agreement
- Genuine savings vs retail and online pricing

## How it works

Once activated, the driver will be sent a letter and a Driverline card with your company's branding. Subsequently, an outbound activation call will be carried out by one of our friendly agents, who will overview the service and take further details from the driver.

Once activated, the driver will be able to use the dedicated number 24/7 for support with all in-life events including Accidents, Breakdown, Service, MOT, Maintenance, Tyres, Glass or General Enquiries.

### What are the benefits to the driver?

- Dedicated Support
- 24/7 driver support
- Unrivalled automotive expertise
- Peace of mind > 1 call does it all
- Enhanced user experience
- 'Invisible hand' guiding customer
- Improved service
- Feeling valued
- 'Arm around' effect
- Preferential Pricing and SLAs
- Benefit from volume discounts, regardless of fleet size
- Network partnerships throughout the UK
- Stringent SLAs
- Minimise vehicle downtime

