

IDEALEASE



The Premier Emergency Breakdown Service

How do you keep your drivers and their vehicles safe on the road? Trust Idealnet.

We are proud to support our customers with Idealnet, the commercial truck industry's premier emergency and roadside assistance service from Idealease.

At Idealease, your success is our priority, which includes the safety and well-being of your drivers and their loads. In an emergency, we are committed to getting your driver and their truck back on the road as quickly as possible, so you can meet your deadlines and keep your business running smoothly. Idealnet is one of the most valuable services we offer to our customers.

A DRIVER "SAFETY NET" FOR EMERGENCY BREAKDOWNS

Today's drivers face numerous challenges. If a vehicle breaks down or your driver needs assistance on the road, they simply call our 1-800-ID LEASE hotline. Their call is answered by a live Idealnet service coordinator—no prompts or recordings, 24 hours a day, 365 days a year. Idealnet coordinators are trained to gather all pertinent details to identify the necessary steps to get your equipment repaired and back in service. They use the latest technology and communication systems to locate the closest service locations and technicians to address the truck's service needs.

When your driver calls, our service coordinators focus on three priorities:

1. Get your driver to safety.

If your driver is in an unsafe situation, our service coordinators react immediately to ensure their safety.

2. Get the vehicle to a qualified facility for repair.

The extensive Idealnet service network includes 430 Idealease locations and the International Dealership network, providing unparalleled service and commitment to the customer experience. Additionally, Idealnet partners with over 34,000 independent repair facilities, tire centers, and road service providers throughout the United States and Canada.

3. Get the truck repaired and back on the road as quickly as possible.

Idealnet Benefits:

- Customer Support Center staffed with trained Idealease employees
- Idealnet "live voice" response—no waiting for phone prompts
- Improved driver and vehicle uptime
- Call recording, reporting and ongoing communication
- Multilingual capabilities
- Custom technology solutions like OnCommand Connection™ integration for eligible Idealease units

EXPERTISE | RESPONSIVENESS | STABILITY

Idealease, Inc.

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Comprehensive maintenance services boost vehicle uptime

Our state-of-the-art Idealnet Support Center provides 24/7 access to 430 Idealease locations, the International Dealership network, and over 34,000 Idealnet partners, including independent repair facilities, tire centers, and road service providers across the United States and Canada. This extensive network offers an unmatched advantage, servicing our customers 365 days a year. Simply call 1-800-ID LEASE (800-435-3273) to get started.

Our Idealnet Customer Support Center is designed to dispatch fast, efficient breakdown service. Unlike many competitors who outsource breakdown service, Idealnet is a 100% in-house call center located at Idealease Corporate Headquarters in North Barrington, Illinois. Our staff, with multilingual capabilities, serves a diverse population of truck drivers and dispatchers, staying in constant communication to keep you updated throughout the breakdown process.

REAL TIME REPORTING AND COMMUNICATION

Idealnet prides itself on responsiveness. Our dedicated management team monitors active breakdowns and tracks key performance metrics such as caller hold time, coordinator activities, and service ETAs. These metrics are monitored in real time to ensure efficient management of calls and breakdowns.

Using specially designed Idealnet software, our service coordinators record all pertinent details during a breakdown. As repairs progress, coordinators maintain communication with our service providers and Idealease locations, providing updates along the way. All Idealease locations can view the progress from their smart devices or desktops at any time, ensuring that the entire network—and you—stay informed.

IMPROVE DRIVER AND VEHICLE UPTIME

The FMCSA Hours of Service regulations are strictly enforced and can limit a driver's workday flexibility. Idealease understands the impact of these rules and the importance of minimizing vehicle downtime.

IDEALNET "LIVE VOICE" RESPONSE

Idealnet service coordinators answer every call live—your driver will not need to navigate prompts to speak with a person. This unique feature expedites service in emergency situations, providing immediate assistance.

CALL RECORDING & REVIEW

Idealnet offers 100% call recording and monitoring. All calls to and from 1-800 ID LEASE are recorded by our digital recording system and retained on-site. Management staff can review recordings upon request, with access to recent transactions and historical recordings from months ago.

Vehicle uptime is critical to your business. You can rely on our responsive Idealnet staff to provide expert assistance, ensuring your drivers' safety and getting your vehicles back on the road quickly—allowing you to focus on serving your customers and growing your business.

Contact your local Idealease Account Manager to learn more or visit us online at www.ideallease.com.