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“How digitalisation is an opportunity for both customers and companies

Implementation of « Here With You » in Luxembourg”

Arnaud Leplat
Head of Operations, AXA Partner Belgium

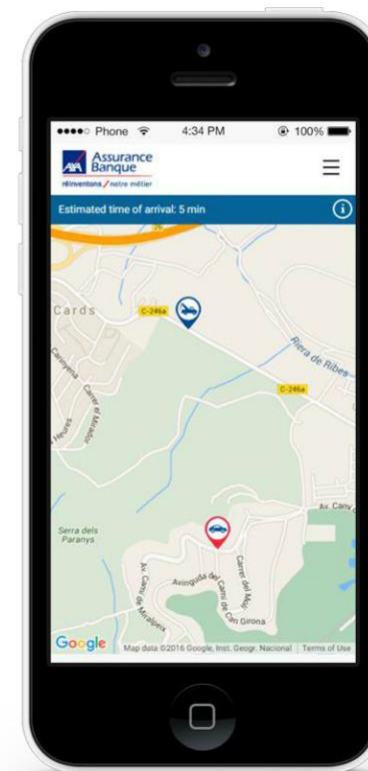
Eric Profeta
Product Manager Automotive, AXA
Luxembourg

WHAT IT IS

“ Are your customers stuck
on the roadside?
Eager to know when the tow
truck will get there?”

HereWithYou enables your end
customers to locate their tow truck
service requested and estimated time
of arrival by web app or native
application. (ie. Smart Assistance)

HereWithYou



HOW IT HELPS MY BUSINESS TO GROW

HereWithYou

1 “IMPROVE YOUR CUSTOMER RELATIONSHIP”

HereWithYou reassures users, while they are in a stressful situation, by providing the estimated time of arrival and the position of the tow truck service provider. This transparency increases trust and confidence. Satisfied users mean loyal clients.

2 “INNOVATE CUSTOMER EXPERIENCE”

HereWithYou offers a multichannel engagement through phone followed by SMS sending with the web app link. In this way, the risk of users that do not download the application is minimized and the whole process is performed without interruption.

3 “DIFFERENCIATE YOUR OFFER FROM YOUR COMPETITORS”

Why should a customer choose you and not your competitors? We know that end-clients search for the best service offer. *HereWithYou* is the perfect add-on service to your assistance product, to put forward a genuine customer-centric offer.