



Extended warranty programmes, used vehicles schemes, roadside assistance packages and fleet management solutions

- **Company**
- **Service**
- **Warranty programmes**

COMPANY

EASYDRIVE

Is a fleet management company, that develops extended warranty programme for cars, light commercial vehicles, heavy trucks, buses, motor homes, motorbikes, scooters, boats, tractors, machines, etc.

Our programmes are insured with specialised international insurers such as Lloyd's or Amtrust International Underwriters Limited, part of Amtrust Financial Services Inc. an American company listed at NASDAQ (AFSI).

Operations are provided by means of a customised IT platform developed and tuned over many years to cater customer requirements and provide a most efficient level of service.

Key words

Reliable

Our company ethos is in maintaining long-term relationships with our Customers and Insurers alike. Manufacturers like Iveco, Irisbus, Jaguar, Land Rover, Opel and Renting Companies like Leasys rely on Easydrive to provide their customers with high quality services and efficiency as well

Accessible

We are close to our Customers by being always accessible. Our Customised purpose built web-based IT systems allows Clients and end users easy access 24/7 and permit greater speed and accuracy in the handling of claims or registration of products. Also available to the network is our specially trained personnel manning our phone help desk

Flexible

Over the years our company has had much experience producing products, often specifically prepared for client need rather than one solution for all. We believe this is one of the strengths we offer and are committed to preserving this and working with our clients to provide them with solutions for long term retention of their customers

Market

- **Cars**
- **Light commercial vehicles**
- **Heavy trucks**
- **Motor homes**
- **Tractors**
- **Machines**
- **Motor bikes and scooters**
- **Boats**

Business area

- Fleet Management
- Extended warranty on new vehicles
- Warranty scheme for used vehicles
- Warranty for B2b transactions
- Roadside assistance, with toll free number available 24/7
- Customer Relationship Management
- QR Code based CRM
- Black box device, including geo-location and remote diagnosis

Our aim is working in conjunction with our client to help build a stronger corporate identity and enable their customer retention

Smart dealers recognise how important is to grant mobility to their customers who drive a new or used car, which may suffer an unforeseen breakdown for mechanical failure.

Thanks to the acquisition of WMS, a company with international experience of Mechanical Breakdown Insurance, Easydrive is now the first 100% Italian player of the market.

WMS had in the past for 10 years designed, supplied and managed extended warranty plans for the world's leading manufacturers.

Core Business



Our proposal

The motor vehicle market is increasingly having to deal with a scenario where competition will become stronger and stronger and Customers more demanding, requiring flexible and reasonably priced mobility solutions

EASYDRIVE offers innovative products and services for those who care about their vehicle. Dealers and Repairers will thus increase the level of service offered to its customers and build strong customer retention

Partnerships



EASYDRIVE is official supplier of **LEASYS** and, through its brand WMS, of **IVECO**, **Irisbus**, **Opel**, **Jaguar** and **Land Rover**

Service

Market research

A survey conducted during Dealer Day 2012 showed that the Extended Warranty have a dual effect

first

Significantly reduces the strain of the Dealer in the after-sales management and make the customer to feel easier even when a breakdown occurs

second

Increase sales and workshop profitability and build customer retention, main desire of any dealer

EASYDRIVE believe is very important for any dealer to build and maintain customer relationship and loyalty.

Our aim is to enforce this through the delivery of innovative solutions designed in the customer interest and the support of a proper communication strategy oriented to the benefits produced by Warranty

Warranty, even though is compulsory by law, when properly explained represents an important value to any motorist and can in fact become a useful marketing tool

It's very important to explain and underline to any customer how important a warranty is, either when the vehicle is sold and when is delivered to the customer

Service level

- ❖ Mobility assistance available 24/7
- ❖ Technical Platform formed with highly skilled personnel
- ❖ We handle any claim within an average of 3 working hours
- ❖ Integrated IT systems that allow multi tasks synchronisation
- ❖ CSI monitoring within 8 days from breakdown
- ❖ High satisfaction rate from Customer that have experienced a breakdown

Technical platform

Highly specialised personnel and state of the art equipment grant fast and effective solutions

Network

Wide and spread in the territory workshops network makes it possible to ensure the maximum speed in the resolution of a fault

Web services

User friendly systems available online make available all needed information to allow a fast and professional management of large and small Dealer fleets

Customer retention

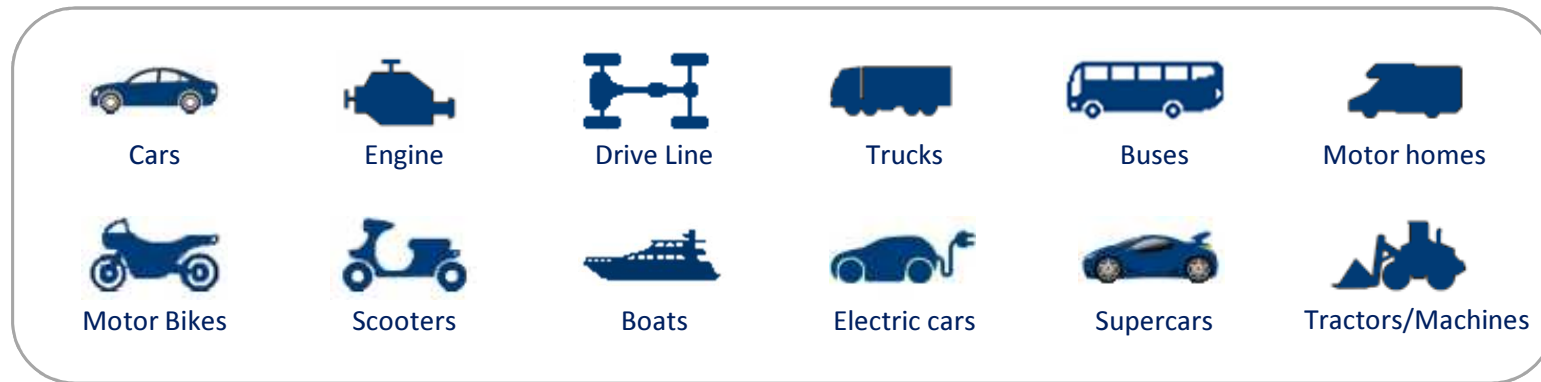
We can make available tailor made warranty programmes with the aim to protect the end customer and to assist the dealer building customer loyalty



According to industry analysts, to retain next generation customers, sales persons performance must necessarily be supported by tools that tie the customer to the dealer for the years to come

Warranty programmes

Warranty Programmes



- Extended warranty on new vehicles
- Fleet Management
- Lifelong Engine warranty
- Customer Relationship Management
- Qr Code based CRM
- Warranty scheme for used vehicles
- Warranty for B2b transactions
- Roadside assistance, with toll free number available 24/7
- Black box device, including geo-location and remote diagnosis

Many thanks for your kind attention



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