



The Customer Success Journey at Omnitracs





For over 35 years, Omnitracs has sought to drive businesses forward with fleet management solutions designed to help our customers meet and exceed their business expectations. Throughout these three and a half decades, we've had the opportunity to work with, and learn from, a massive breadth of companies, which has equipped our Customer Success teams with unrivaled industry comprehension.

When you start your journey with Omnitracs, you entrust your business with us. We value that trust and express that through our full-circle Customer Success process. Post-sales, our Customer Migration and Implementation team takes it upon themselves to thoroughly train and prepare you through the product launch process. Then, our team of Customer Success Managers focuses on driving time to value through comprehensive, one-on-one discussions. By doing so, they ensure that all your needs, concerns, and questions are addressed and taken care of as early as possible. Once you have moved through the migration and implementation stage with your solutions, our Customer Support team steps in to address any additional questions or concerns along the way.



CUSTOMER MIGRATION AND IMPLEMENTATION: *Innovation Beyond Expectation*

Once you purchase a solution with Omnitrac, our Customer Migration and Implementation team steps in right away to **engage**, **deliver**, and **amaze**. They are subject matter experts who proactively work with you to establish and execute a thorough plan designed to help you achieve your goals, and they are ready to adapt the plan as necessary so you can accomplish them.

Helping you successfully migrate and implement your Omnitrac solutions starts by recognizing that your experience and needs are unique. We mold this phase to match our customers — not the other way around. The team will work with you to craft training programs based around you and your team's needs. This training, necessary conversations, and benchmarked goals help us ensure that you're launching solutions to drive value in your organization.



CUSTOMER SUCCESS MANAGERS: *Advocacy and Proactive Solutioning*

From the start of the migration and implementation stage, our Customer Success Managers (CSMs) are involved to ensure a smooth transition of care. As the migration and implementation stage nears completion, our CSMs fully step in as your advocates. They seek to accelerate time to value for your new products and corresponding services. With their deep product and industry knowledge, they work to ensure you maximize the capabilities of the solutions acquired.

This team maintains constant and consistent, close relationships with our commercial, product, and tech support teams to remain expertly knowledgeable, so they can offer you information, support, and training on the right products and solutions for your business that will result in additional efficiencies and productivity gains.

Finally, they work to reduce the business friction that can be a natural outcome between customer and vendor. When in doubt, reach out. Our CSMs' primary objective is to provide you with exceptional service and support.



CUSTOMER SUPPORT: *Broad, Comprehensive Expertise*

Our Customer Support team consists of seasoned professionals that lean on ample industry and customer-support experience to support you and your teams throughout your customer journey. As we've made the shift to Omnitracs One — our cloud-native platform for all our applications — our Customer Support technicians have added to their experience by cross-training on more and more aspects of different applications and technologies for a broader product knowledge base. We make sure our teams are not only product experts, but regulatory ones as well.

AVAILABILITY:
24x7x365

CUSTOMER-FACING
SUPPORT STAFF: **128**
ACROSS VARIOUS TEAMS

AVERAGE SPEED OF ANSWER:
1 MIN, 47 SEC
TO A SKILLED TECHNICIAN

At Omnitracs, we take our commitment to providing our customers with world-class, responsive, and quality product support very seriously. Customer satisfaction is the most critical metric that we hold our technicians and managers accountable to. We use both phone- and email-based surveys with each engagement to ensure our customers have seamless ability to leave feedback, and we proactively notate their responses to inform future service.

Omnitracs Customer Support is divided into two tiers. Tier one is reserved for path-to-resolution customer issues. Tier two comprises a team of specialists with an average of 15-years' experience who interface with our engineers and can address individual concerns.

Over 50 percent of our calls come in from drivers, so it's imperative that they can not only reach out to us for quality support but can also successfully utilize our support solutions for maximum efficiency. With our support technologies, we can support our users — no matter how they interact with our solutions — via mobile, laptop, or desktop.

Customer Support is also tightly integrated with Customer Migration and Implementation, so they are most prepared to provide active help to customers with complex integrations.



CUSTOMER SUCCESS AT OMNITRACS: *Connection above Everything*

Customer Success at Omnitracs is about more than technology and solutions' assistance. Customer Success for us is about human connection. Whether yours is a small business just starting out or a national operation with decades of industry experience, we know you have a lot on your plate. That's why our approach to service is not only about utilizing the most innovative technology to help you maximize the benefits of our solutions — it's also about building relationships you can rely on. That is what we define as success.

Visit [Omnitracs.com/Omnitracs-Customer-Support](https://omnitracs.com/Omnitracs-Customer-Support) to learn more about how we are dedicated to providing you with exceptional customer service.

