azūga Concierge Support

It's Like Having an Additional **Fleet Administrator** On Staff

More Info
https://www.azuga.com/premium-partner/church-mutual

At Azuga, we work with you to make sure you get up and running quickly, and get the most from the system so you have the safest fleet on the road. With Concierge Support, our Customer Success team delivers the highest level of service, providing a single point of contact to manage your account. The Customer Success team members bring excellent project management and communications skills, along with strong experience gained from working with other forward-thinking fleets.

As a CompleteFleet customer, your Azuga engagement will begin with a customized deployment plan, including discussions of setting up parameters, staging device installation, training on the system for various user types, and oversight to ensure that all tracking devices are working properly.

Concierge Support includes

- Aiding with account set-up
- Project planning for installation and deployment
- Managing and leading training sessions for various user types
- Creating scheduled reports and facilitating the development of custom reports
- Handling account maintenance and adding new devices
- Acting as a liaison for matters requiring support and escalation
- Providing guidance on best practices

Helping You Get the Most from Azuga

The Customer Success team leads quarterly business review meetings to discuss system performance, results achieved and ideas for further optimization. On an ongoing basis, your dedicated Customer Success Manager will monitor your account to make sure that all devices are reporting properly. As new features are launched, your account manager will be in touch to review the capabilities and help you take advantage of their benefits.

We are with you every step of the way to ensure you're fleet is the safest on the road.

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Church Mutual INSURANCE