



## Factoring Company Improves Customer Service with Fleet Roadside Assistance Program

### The Challenge

TAFS, Inc., a factoring solutions company based in the Midwestern United States, was looking for a way to elevate the level of customer service they provide to their partner companies. They were already providing critical support to their customers by providing rapid payment for third-party deliverables and offering fuel cards and tire discounts. But they wanted to find a new meaningful and tangible way to help their customers even more, while their trucks and drivers were physically on the road.



## THE SOLUTION

After working closely with them to understand their business, goals, and industry, Encore designed and custom-built an emergency roadside assistance program for TAFS, Inc. Leveraging Encore's relationships with service technicians, mechanics, and towing facilities across the country, this program was specifically created to provide on-demand service to large trucks—primarily heavy duty fleet vehicles such as 18-wheelers—in the case of a breakdown, blowout, or other on-the-road vehicle emergency. The branded program also includes an advanced management system wherein TAFS, Inc. can monitor and track service calls to the roadside assistance program, as well as upload reports and information about specific incidents and overall trends.

## The Results

Since the program's inception in March of 2015, the customized and branded emergency roadside assistance program designed by Encore has helped TAFS, Inc. handle over 500 on-the-road customer service requests, in locations all across the contiguous United States, and in every kind of weather. "It's been a very positive experience, especially for the truckers," according to Amanda Villareal, the Vice President of Sales and Marketing at TAFS, Inc. "Encore manages the service calls and they're very responsive. We haven't had any complaints from our customers."

*The services Encore provides are very valuable. They deliver on their promises. They're fantastic to work with; I trust them because of what they've done for our customers.*

Amanda J. Villareal, Vice President of Sales & Marketing at TAFS, Inc.

TAFS, Inc. is a global leader in commercial finance, partnering with trucking and fleet companies of all shapes and sizes to help them succeed. They do so primarily by purchasing receivables at a discount and providing the delivery company with near-instant payment. This enables the fleet companies to have the necessary capital and cash flow to continue operating their business normally, without having to wait for the traditional 30 or 45 day remittance period before payment.

TAFS, Inc. offers a number of powerful services, including premier transportation factoring, freight broker factoring, pilot car factoring, fleet-specific fuel and tire discounts, and more. By helping these fleet and delivery companies accelerate their cash flow and, as a result, improve general operations, TAFS, Inc. enables these businesses to realize unprecedented growth and success.

For more information about TAFS, Inc.'s factoring services and other offerings, visit them online at [www.tafs.com](http://www.tafs.com).

# TAFS