# Customer Web Access
enrich CWA

The "Must-Have" software module for the Lease & Rental industry

Customer Web Access (**CWA**) is a web-based fleet management product that allows you to offer your customers real-time access to their data, promoting an "open door" partnership. **CWA** offers your customer various tools and reports to help them manage their fleet more efficiently and effectively, providing visibility and reporting of key performance and quality indicators in critical areas such as Asset Management, Maintenance Spend & Scheduling, and Accounts Status.

Integrated Fleet Information Portal

CWA becomes your customer's fleet management system, reducing their IT cost while improving your communication with them. No more delays in getting your customers the information they require. **CWA** also eliminates their need to manually enter third-party invoices into their fleet system to track costs. It is all available to them quickly and easily through **CWA**, 24/7.
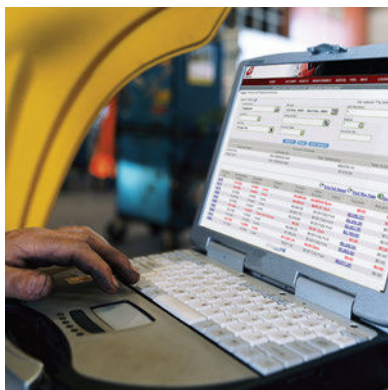
Mission critical information for your customers

CWA provides easily accessed, customer-defined views of fleet management data. It allows Operations Managers to eliminate time-consuming spreadsheets and other internal document controls that were historically used to track their fleet repair and maintenance.

Effective reporting of accumulated repairs and maintenance as well as auxiliary truck rental costs, permits, lease contract expenses, and even warranty recovery is available 24/7 to them. **CWA** is the perfect tool for fleet operators to manage key aspects of their rolling stock in today's competitive environment.

View your customer's fleet from their perspective

The user-defined hierarchy of **CWA** has the benefit of allowing you to easily interact with your customers. You can view information in the manner that your customer defines. This makes it easy to see what elements are important and to develop programs accordingly.

Easy to use and customize

Since **CWA** is independent of your organization's hierarchy, users can perform analysis and reporting based on their unique structure. **CWA** makes searching for various subsystems in Repair History effortless. Asset Profile sections allow for easy searching of equipment by a variety of user-defined parameters.

www.richer.ca/cwa.htm

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Add More Value to Your Service and Product Offerings

Your customers can:

- View repair history details for each vehicle in their fleet for budget analysis and key performance indicators
- Access PM planner and currency reports for proactive scheduling and on-time reporting
- Record defects and report on repetitive incidents
- Retrieve invoices and payment details, with the ability to drill-down, view, and print the source documents
- Enter or upload mileage online for billing, and compare contracted to actual mileage per unit
- Approve or reject work order estimates online
- Customize filtering by make, model, year, and unit features

> "Not only has CWA redefined our customer service levels, but it has taken our strategic "open book" commitment with our customers to a whole new level!"
>
> *- Kirk Tilley,*
> *The Tandet Group*

Instant Access…
ANYWHERE!

> "CWA has put Tandet on the leading edge of information sharing."
>
> *- Kirk Tilley,*
> *The Tandet Group"*

Control the Flow of Information to Your Customer

CWA allows you to:

- Manage the application's functionality on a customer-by-customer basis
- Map the customer's fleet to their corporate structure by their location and equipment types
- Secure any or all functionality on a user-role basis: provide access to create, read, update, and/or delete within each customer's hierarchy

Create New Revenue Streams

Information packages can be created and sold to customers as subscriptions or bundled with contract offerings to create additional value

- Create package levels, such as Platinum, Gold, and Silver, and sell subscriptions to them for additional revenue
- Customize branding elements in your setup by adding company logos and colors
- Utilize international labeling and allow language selection by user
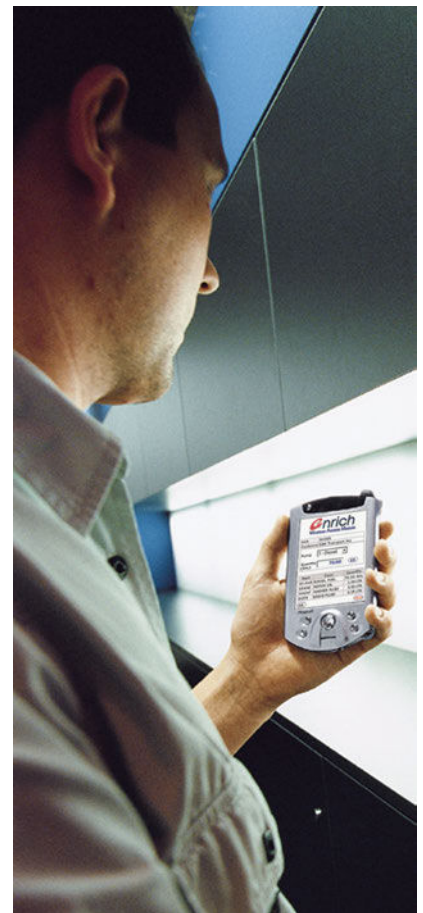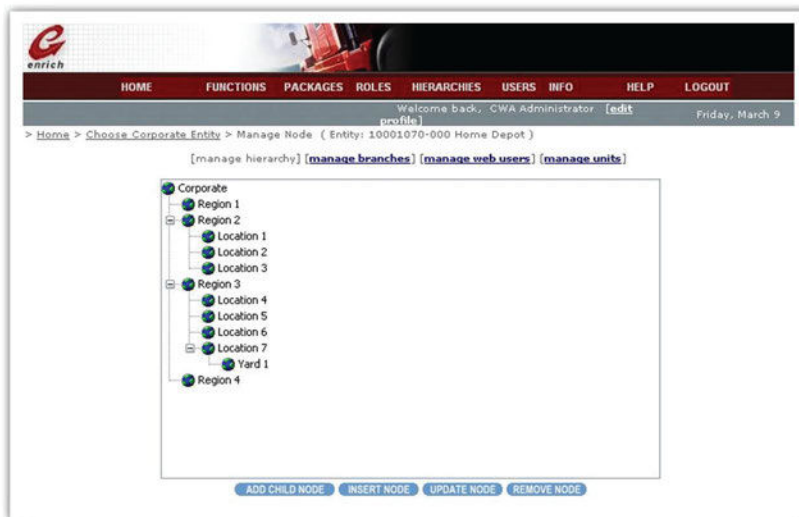
Eliminate Manual Steps in Responding to Customer Information Requests

CWA presents relevant data and allows customers to:

- Filter and sort the data according to their requirements
- Easily view data online
- Print and/or download data into MS Excel™ spreadsheets
- Produce reports that can be presented in graphical formats, including bar and pie charts
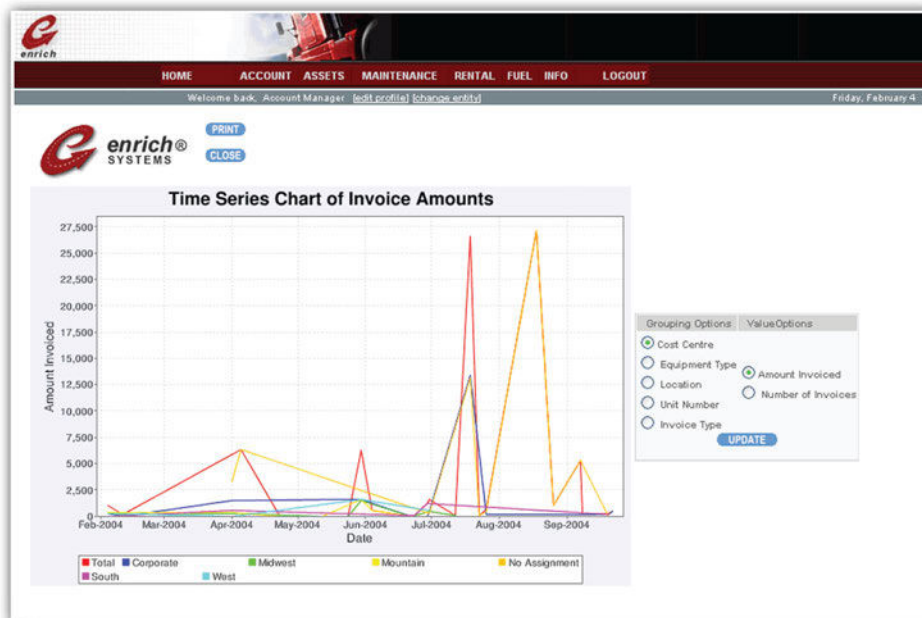
"Our customers have access to their fleet Information from anywhere: their offices, while on business trips, shop floors, anywhere around the globe!"

- JF Brossard, Location Brossard Inc
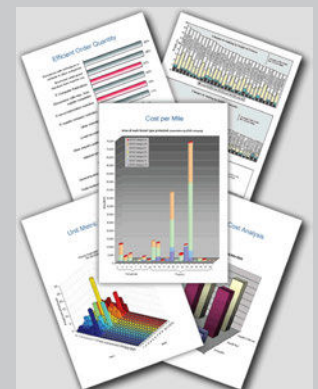
Real time ... Anytime

Add immediate customer value by offering live access to key information, anywhere, anytime.

Comprehensive, powerful and accurate

CWA presents your company as an innovative market leader. Be a market leader, allowing you to offer your clients a customizable application that provides them with superior customer service. The flexibility and ease-of-use of **CWA** provides seamless access to information already in enrich and, therefore, it takes very little effort to expand your product offering. Now you can provide your customers the option of accessing their data from anywhere.

Add real value to your customer's operations

Designed to fit easily within your company's existing website, **CWA** is pre-built for instant deployment over your existing enrich environment. RSG consultants are ready to guide you through a quick installation and set-up of **CWA** that will create immediate value. CWA even includes customizable reference materials to support your customers.

Easy to use and customize

With intuitive screens and built-in online help, your customers will be able to get the information they need with little or no training provided by you.

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