

B2B Roadside Assistance

Trusted to deliver exceptional customer experience

Digicall Assist is a premium outsourced service provider for customer experience across Australia and New Zealand. We provide tailored roadside assistance on behalf of premium automotive manufacturers, leading fleet management and major insurance groups, extending their brands to the roadside. Our leading-edge roadside intelligence provides the ultimate customer experience, as well as powerful insights that help our clients succeed.

With over 17 years of industry experience, we're trusted to deliver the customer experience our clients' brands are known for. This allows our clients to focus on their core business while deepening their customer relationships.

Partnering for success

We have the right people, systems and processes to deliver consistently great services that are flexible and reliable. Digicall Assist has **no commercial interest** in the customer's vehicle after towing or mobilisation. We're not affiliated with any particular vehicle manufacturer, insurer, motoring club or automobile association.

After sales service is all we do; our sole focus is your relationship with your customers.

Evolving the digital customer experience

- Automatic geolocation
- Live provider tracking
- Multi-language self-help app
- Client-branded apps, with payment gateway capability
- State-of-the-art assistance centre in sydney
- Integrated telephony & roadside IQ
- Interactive provider case management
- Data security (ISO 27001 certified)

We partner with



Major insurance groups



Premium automotive manufacturers



Leading fleet managers

- Open 24/7/365 across Australia and NZ, assisting customers anytime, anywhere.
- 1 in 3 breakdowns are resolved over the phone within minutes of calling Digicall Assist.
- Zero channel conflict. We operate independently as a pure B2B partner.