OUT OF HOURS CALL HANDLING SERVICE
ABOUT US

WHO ARE WE?
We are International Breakdown Ltd. We trade under the name National Breakdown & our business has been based in Bradford West Yorkshire since 1999.

WHAT DO WE DO?
We specialise in providing both Insured & non-insured breakdown services for vehicles up to 44T.
Claims handling for Insured Breakdown members.
Call Handling and management for VRO's.

VOLUMES:
We can provide Call management services for all sizes of business from those who only receive a couple of calls during the night to those who require dedicated staff for their contract.

WHAT IS THE PROCESS?
We strive to provide the best possible call handling service in the industry. We rely on professional and well trained staff and as you know, training does take time. In order to service your business correctly, we need time to get to know you and your needs and then convey that to our staff.
Under normal circumstances we can transfer your call handling facility within 14 days, however under some circumstances and where system integration is necessary then this can take longer.

After first contact is made, we will arrange a discussion with you which can take up to 2 hours. This helps us to assess your needs. Following this a contract will be drawn up for you to read and sign. Once we receive this back from you our staff are trained to understand your Company in order to service your calls and incidents and the systems are put in place in preparation for handover.

CONTACT

COMPANY:
International Breakdown Ltd
(Trading as National Breakdown)

INFORMATION:
The Old Clockhouse,
46-48 Odsal Road,
Bradford,
West Yorkshire,
BD6 1AQ

CONTACT
Telephone: 01274 288 488
Fax: 01274 765 070
e-mail: cs@nationalbreakdown.com
We’re not your run of the mill, out of hours call handling provision:

At National Breakdown we understand there is nothing worse than a broken nights sleep. That’s why we work closely with our clients to offer call answering / management services 24/7 or out of hours.

Our service is perfect for small to medium sized businesses who work 24/7 but would prefer not to employ office staff at night or weekends as this can be costly and sometimes difficult to manage.

We offer you an alternative, cost effective solution, which is flexible, allowing you to concentrate more on your business needs. It’s easy, you specify when you need our help and we do the rest.

Utilising sophisticated telephone and computer software, we log and dispatch incidents in your name. From taking the details through to completion we ensure every detail is logged, time stamped and recorded. You send the invoice, it’s that easy.

We manage your jobs whilst you enjoy a good night’s sleep, knowing your business is in safe hands.

“Good communication & honesty results in long business relationships which are mutually beneficial.”

Our aim is to provide a service without complaint. We want you to be happy with our provision so we can work together for a long time.

We keep our prices reasonable and fair, we talk when there are issues and try to resolve them quickly.

The benefits of using our service:

- Calls are answered and managed in your company name
- 24/7 365 day control room
- Experienced professional controllers
- RMSL, GRG, Police and Club work
- Seamless handover procedure
- Controlled incidents
- Full MI reporting in various formats
- Data updated direct to your systems (e.g. Garage Manager)
- You specify when we answer your calls
- Service available for communication outages
- TomTom Telematics integration
Using telematics co-ordination we are able to receive information directly from your vehicle’s GPS/Tom Tom unit and integrate the information into our mapping system. This ensures that we have a reliable resource relating to the location and movement of your vehicles and staff.

GPS has evolved into a “can’t-do-without” resource for all sorts of people and all walks of life. Transport and service industries can benefit from stress-free journeys and most fuel efficient routes. However these systems come into their own when used during a vehicle breakdown scenario; saving huge amounts of time, speeding up the communication process and improving efficiency of service tenfold.

Using our innovative technology in conjunction with sophisticated satellite positioning information we can gain the most accurate vehicle locations, route planning and speed control, making the lives of your drivers more productive, safer and less stressful. It also allows our controllers detailed information which can be relayed to your clients when required, without the need to directly contact your work force for updates.

The benefits of Telematics:

- GPS integration and support
- Real time tracking
- Historical data tracking
- Efficient communications
- Increased productivity
- Traffic information
- Full Management Information
- Data updated direct to your systems (e.g. Garage Manager)
ENSURE YOUR BUSINESS IS IN SAFE HANDS

We’re not your run of the mill out of hours call handling provision:
We take the call, we manage the incident, we deploy to your drivers & follow up.

Take 5 minutes to look inside and read our featured case study
CASE STUDY

One of our long standing customers has been in the Breakdown Recovery Industry for over 20 years. They have worked hard during this time to grow their family business into the success it is today.

With workshops and storage spread across three bases, several on-call staff across their region, a police contract as well as account work and club work, the day to day running of the business could be described as busy!

Out of hours call handling work was a bit more tricky, with some nights and weekends proving very busy and others living up to the graveyard shift reputation. Staffing the call centre was difficult with lone workers often being the only solution.

Often the night shift call handler would contact the business owners to help out at busy times, tying them to the business 24 hours a day. Staffing issues and running costs out of hours contributed to the decision to out-source the call handling to a new provider.

Sourcing a provider who would take on a relatively small contract, answer the phone in their name and who understood the specialist nature of the job appeared to be impossible.

Yet this is exactly what we offered. It took only 2 weeks to set up the account, create the training documentation and arrange the unique phone line & number. Today, we handle all calls for this company out of hours and during holiday periods and the family finally feel that they get an actual break from their business without compromising on service quality or costs.

They continue to trust us to handle all of their Police and Contract work with professionalism and transparency.

“Friendly, professional and thorough."
- Steve Robinson, Kardos

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### INFORMATION REQUEST

**A NO OBLIGATION DISCUSSION**

Yes, I would like to discuss the possibility of an out of hours call handling facility for my business

<table>
<thead>
<tr>
<th>Contact Name:</th>
<th>Geographical areas covered:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name:</td>
<td>Depots other than main company:</td>
</tr>
<tr>
<td>Main Company Address:</td>
<td>Do you use APEX? Yes ☐ No ☐</td>
</tr>
<tr>
<td>Postcode:</td>
<td>Do you use TOM TOM Systems/GPS? Yes ☐ No ☐</td>
</tr>
<tr>
<td>Tel No:</td>
<td>If no, please list the system(s) you currently use:</td>
</tr>
<tr>
<td>Mobile:</td>
<td></td>
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<tr>
<td>Fax No:</td>
<td></td>
</tr>
<tr>
<td>Email address:</td>
<td>Do you offer any services other than recovery/assistance? Yes ☐ No ☐</td>
</tr>
<tr>
<td>Number of full-time staff:</td>
<td>If yes, please describe the other services:</td>
</tr>
<tr>
<td>Number of Part-time staff:</td>
<td></td>
</tr>
<tr>
<td>Number of Night staff on duty at any one time:</td>
<td>Do you currently out source your OOH calls? Yes ☐ No ☐</td>
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</tbody>
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Please use this space here to tell us what type of contracts/work you currently do on a daily basis (i.e. Police, Account holders, club etc…)

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