

# Expect Excellence With Our Service

Many companies say  
they provide  
customer service after  
the sale, but where  
are they when you  
really need them?

**Extreme wait times  
and lack of  
community will  
always jeopardize  
the efficiency your  
business deserves.**

With Qv21, our customers are guaranteed a partnership that feels like family. Our highest priority is to satisfy our customers through well-managed delivery of valuable software.

Whether you are a Primary, Strategic or Flagship Partner, you will receive across the board service that far exceeds our competitors. With a seasoned team like ours, Qv21 customers receive a holistic approach to their needs, ensuring service that is right the first time.

#### **24/7/365 Austin, TX Support Team**

Complete support for ALL aspects of the system.

#### **Dedicated Customer Experience Rep**

Introduced during implementation.

#### **In-Person Quarterly Business Reviews**

We stay connected when others don't.








#### **Zero Wait Time**

All calls are answered in real-time, by real people, every time.

#### **Same-Day Ticket Closing**

Over the past 12 months, more than 90% of support tickets have been closed the same day.

## **Qv21 Quick Stats**

-  Established in 2009
-  200+ years of combined industry experience
-  24/7/365 STATESIDE Customer Service and Support
-  Start dispatching loads in as little as a week
-  Cloud-based SaaS technology, available from anywhere with an internet connection
-  No HUGE upfront proprietary hardware costs to get started
-  Able to handle multiple commodities hauled by a customer

