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Things You Must Consider When Choosing Your Logistics Technology Provider

At Qv21, we recognize that fleet operations are mission-critical to the transportation of commodities. Aside from our revolutionary technology, we pride ourselves on giving you the most authentic experience starting day one.

That's why it's necessary to know what you're really looking for when it comes to a reliable provider – **Flexibility, Stability, and Service.**

1

Flexibility

Are you hauling multiple commodities and need a different provider for each one because their software doesn't work for different industries? Many logistics technology providers fixate their business around one commodity, leaving you to make choices about who to add to your business equation.

Not so with Qv21. It's in our roots to provide our customers with robust, flexible logistics software that remains scalable - no matter the materials you haul. We are able to cover a variety of different commodities with our cloud-based system that offers an extensive standard solution right out of the box. This reduces the time spent implementing additional commodities, leaving your bottom line unaffected and ready for success.



2

Stability

Startups can seem like an attractive avenue to explore because they may offer lower pricing upfront to gain market share, but their growing pains inevitably lead to imbalances in the service you receive. Ultimately, that is going to affect your day-to-day operations. We recognize that transparency and reliability play a big part in overall satisfaction.

Being in business over a decade has provided us the experience to support our partners with the most stable platform in the industry. With our industry exceeding uptime of 99.995% over the last 24 months, we measure downtime in minutes and seconds, while the competition measures it in hours, days and even weeks.





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



90% of support tickets
resolved the same day in
the past 12 months

3

Service

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

Our Customer Experience team is battle-tested and ready to work through any issues based on following our guiding principles:

- Our highest priority is to satisfy our customer through well-managed delivery of valuable software.
- The onboarding experience is the foundation of our ongoing partnership with our customer, so it must be strong.
- We value clear communication and transparency more than being "right."
- We place importance on customer collaboration over adherence to written plans.
- We champion our customer's success as our own.

