

Trusted to deliver exceptional customer experience

Digicall Assist is the leading outsourced service provider for customer experience across Australia and New Zealand. We've built on our foundations in roadside and after-sales assistance in the automotive industry, and extended it to premium customer service at critical moments with other consumer products and services.

With over 15 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.

Extending our clients' brand

As experts in our field, we partner with premium automotive manufacturers, leading fleet management and major insurance groups to create tailored customer assistance solutions that extend their brand. Our data and insights help you quickly respond to any emerging trends.

We have the right people, systems and processes to deliver consistently great services that are flexible and reliable. After sales service is all we do; our sole focus is your relationship with your customers.

15 YEARS OF INNOVATION

- Proven results in growing service retention rates.
- Team of experienced professionals, including customer service experts and qualified mechanics.
- Innovative technology and a state-of-the-art assistance centre in Sydney ensure cost effective operations and actionable insights.
- An extensive network of highly skilled service providers give assistance at the roadside.
- Australia's only service provider offering a national live tracking app.

OUR SERVICES



Roadside assistance services

We provide roadside assistance on behalf of many premium automotive manufacturers, leading fleet management and major insurance groups in Australia and New Zealand



Insurance services

Bespoke solutions for our insurance clients, customised to fit the needs of their policy holders



Premium customer care

Responsive, professional services by experienced, dedicated customer service experts

- Over 15 years' experience in getting drivers back on the road.
- Open 24/7/365 across Australia and NZ, we're ready to assist your 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 B2B2C partner.