

# RoadRanger

SNK Market Data Research is an ITIL-based IT Service Management and IT solution provider, designed and built with industry best practices and real-world customers in mind. Centered around a powerful business process automation engine & Integration , Allclaims RoadRanger streamlines day-to-day operations and improves the efficiency of Incident, Problem, and Request Management, Inquiry, Complaints Management, Knowledge Management, Organization and Contact Management, and more.

Targeted for medium and large business environments, Allclaims RoadRanger offers an intuitive, comprehensive, and easy-to-use approach for running Call center Service Desk and Customer Management (CRM). Allclaims RoadRanger's flexibility and customization potential offer unrivaled power to tailor your data flow and workflow & Integration to your specific business needs and priorities.

It is no surprise RoadRanger is successfully used by a broad spectrum of industries, from Thailand Insurance, Malaysia Towing Call center to IT Service provider organizations.

## Why RoadRanger?

- Reduce implementation time with a strong foundation of ITIL best practices out-of-box
- Shape the product to your company with an extremely powerful, flexible and intelligent task-oriented workflow
- Ensure flexibility, security, and accessibility of your data through SNK hosting
- Easily integrate with 3rd party ( Wevo Call) systems with a comprehensive API
- Find peace of mind with highly knowledgeable and understanding team
- Eliminate hidden costs by leveraging the flexible licensing and pricing model

## Product Features

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<b>IT Service Support</b>	<b>Web Portals and Mobile Access</b>
<p>RoadRanger assists you with incident resolution service management , it resolves incidents quickly. It provides all operative processes necessary for the handling of service interruptions.</p>	<p>Web-based Self Service Portal for end-users Mobile app, RoadRanger app for technicians provide 24x7 access your service desk for technicians and external users.</p>
<b>Contact Management</b>	<b>Email Management</b>
<p>Access critical customer data, including organization and contact information to easily track the origin of service desk tickets, support history, and many more. RoadRanger's centralized repository of contact information is essential for effective</p>	<p>RoadRanger's Email Management can easily be integrated with company email service provide for agents or customer support team. This helps leverage gathered email in single platform which make resolutions to easily and reducing duplication effort and single point of failure.</p>
<b>Billing Management</b>	<b>Integrated Call System</b>
<p>RoadRanger assists you with bill your customer online for any adhoc services, Well integrated with SMS or Email payment method.</p>	<p>RoadRanger come with integrated Wevo call center system ready to use for your business without any delay.</p>
<b>Integrated API</b>	<b>Membership Management</b>
<p>RoadRanger API will allow you to integrate with your backend system or call center system at ease,</p>	<p>RoadRanger capable of integrating the member ship information with your client system or through FTP and so on.</p>

## Conclusion

Whether you are struggling with managing your call center, handling the numerous service issues and service desk requests, or any of the other IT related situations that need your attention on a daily basis, we have designed Allclaims RoadRanger to be the solution you can rely on.

We are excited to have the opportunity to provide you with this exceptional tool because we are 100% confident it will allow your organization to obtain the highest levels of efficiency. Your success is RoadRanger's success!

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