NEED ME .com

SCAN FOR SERVICE

ID: 30dd879c-ee2f-11db-8314-0800200c9a66

NEED ME .com

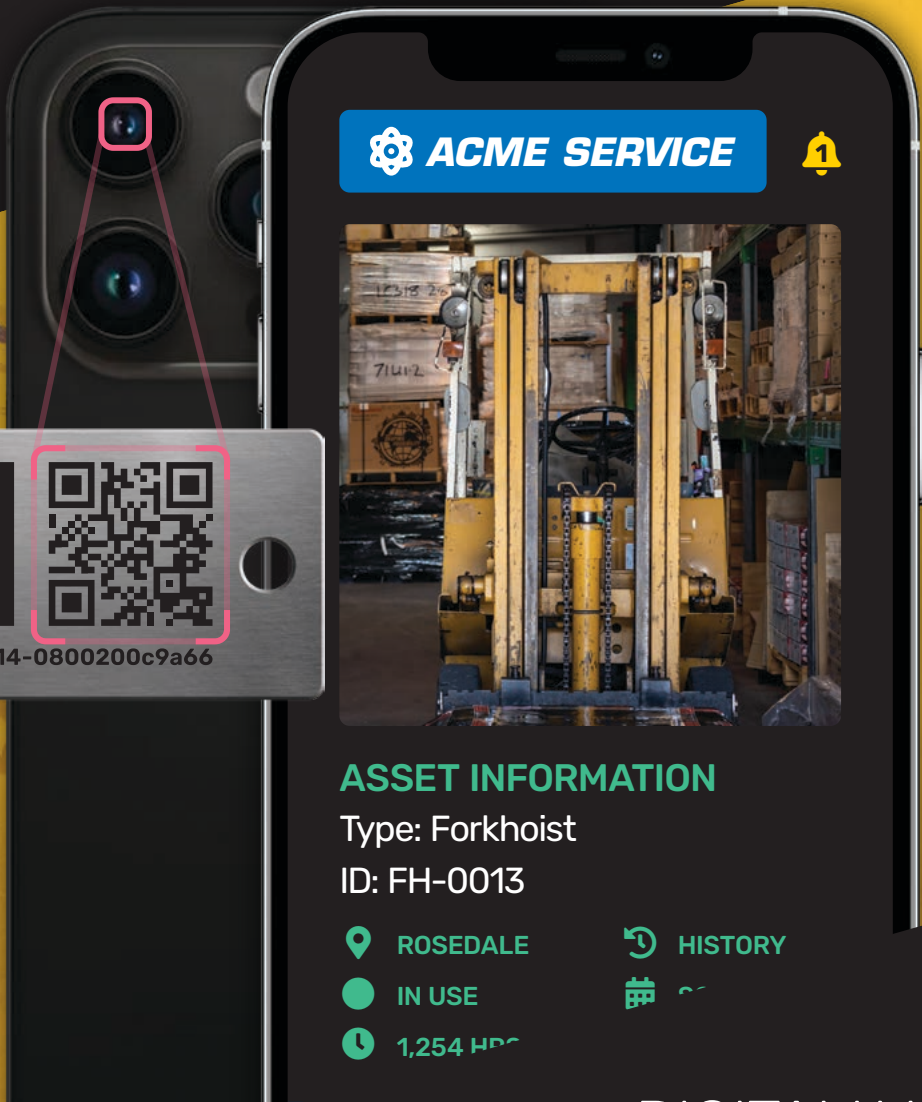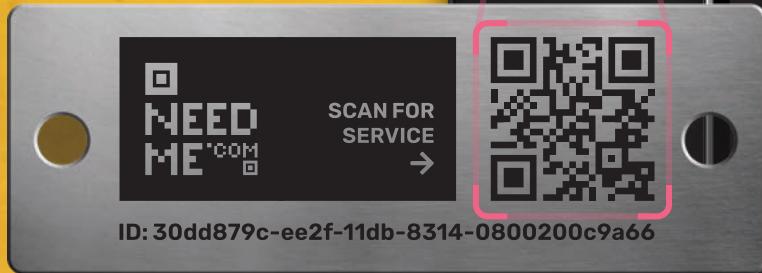SCAN FOR SERVICE →

⚙ **ACME SERVICE** 🔔1

ASSET INFORMATION
Type: Forkhoist
ID: FH-0013

📍 ROSEDALE   🕘 HISTORY

🟢 IN USE   📅 S

🕐 1,254 HRS

DIGITALLY
CONNECTED
CUSTOMER
SERVICES

POWERED BY
◗blackhawk

THE SMARTPHONE HAS CHANGED
CUSTOMER BEHAVIOUR IN ALMOST
EVERY FACET OF LIFE.

HOW DO WE
TRAVEL ORDER PIZZA

NEED ME.COM
SCAN FOR SERVICE →
ID: 30dd879c-ee2f-11db-8314-0800200c9a66

My Carrier 9:07 AM 87%

ACME SERVICE

EL500-009 is due for its 1000-hour service. Book online here or order a service kit.

FRIDAY, FEB 01, 9:00AM
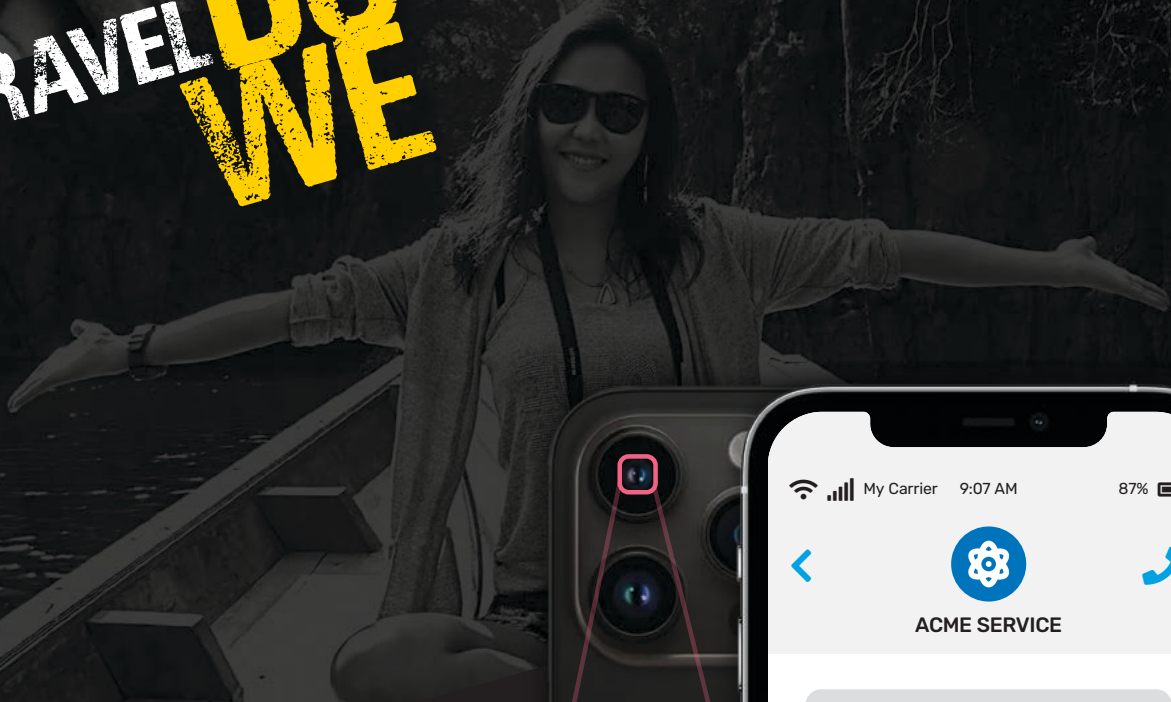
92%

CUSTOMER service is evolving. 92% of New Zealanders now own a smartphone (Statista, 2022) and 5G mobile broadband is almost everywhere. In the 16 years since the smartphone was launched we've seen huge changes in how customers choose to engage services across every industry.

IS YOUR BUSINESS STILL RUNNING ON DIESEL AND PHONE CALLS?

Customer Service Made Easy

NEEDME.com is a digital customer service platform for service providers, making it easy to provide convenient and accessible online service experiences. It connects equipment, customers and service providers together to a world of services and asset information, ensuring optimal uptime through proactive servicing.

One Platform, Seamless Collaboration

ONE PLATFORM brings service providers, machinery users, and other key stakeholders together for seamless, real-time collaboration. Get a comprehensive overview of all your asset service requirements in one convenient dashboard. With a central knowledgebase you gain invaluable insights into asset history, utilisation, runtime, and condition monitoring, helping you make informed decisions and maximize asset lifespan.
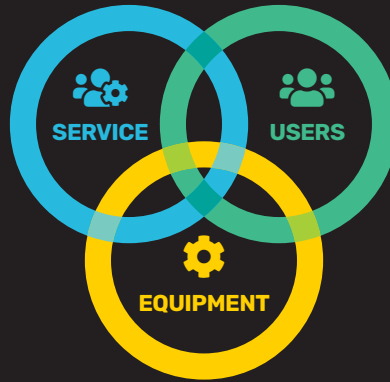
MACHINERY USERS   **WORKSHOPS**   **EQUIPMENT MANUFACTURERS**   **EQUIPMENT DEALERS**   **EQUIPMENT HIRE**

SERVICE

USERS

EQUIPMENT

Grow Aftersales and Customer Services

WHETHER your business sells machinery, maintains assets, or provides any kind of service centred around an asset, a facility or a location, **NEEDME.com** makes it easier to communicate and serve your customer's needs efficiently.

A lot of companies want to grow this part of their business but are unsure how to do it. **NEEDME.com** is the answer. By making it easy for your customers to connect with your services when they need them, or by proactively reminding them when service is due.

If you want to increase service bookings, or win more parts sales, or simply serve your customers more efficiently and with unbeatable convenience **NEEDME.com** helps you attract and win more service revenue with lower cost and effort.

Generate More Revenue with Less Cost

- ✔ Increase service uptake by providing proactive service offers with convenient customer experiences
- ✔ Reduce cost to serve with easy to access online services

Improve Productivity and Automate Tasks

- ✔ Automatically track planned maintenance requirements based on equipment usage and engine runtime
- ✔ Send automated SMS or email reminders to customer contacts when maintenance is due and provide links to online service options
- ✔ Gain forward insight of upcoming service needs and locations so you can plan work and resources for increased efficiency

Increase Customer Satisfaction and Loyalty

- ✔ Give your customers convenient, easy to access and manage service experiences
- ✔ Provide customers with on-time service reminders that help improve equipment uptime and reliability and keep their businesses running smoothly
- ✔ Enable customers to manage their contact preferences and self-onboard into the platform

Connect Digital Services to Suit Your Needs

- ✔ Book and approve servicing online
- ✔ Order service kits or parts
- ✔ Enable alerts and notifications for maintenance reminders or breakdowns
- ✔ Report faults and add photos for efficient troubleshooting

- ✔ Schedule 'pick-ups' or 'drop-offs' for equipment, with optional inspection at drop-off for condition proof and delivery verification
- ✔ Conduct audits or inspections for health & safety, compliance, inventory, insurance, or finance

CONNECT ASSETS, SET SERVICE PLAN, CONNECT SERVICES, MEASURE AND MANAGE CUSTOMER SERVICE REQUIREMENTS.

Digitise Your Customer Service

QR CODES have revolutionised the way businesses interact with customers, providing an efficient and user-friendly solution for various service-related tasks. According to recent studies, 67% of consumers have scanned a QR code, highlighting the widespread acceptance of this technology (Source: MobileIron). A 2021 study by Insider Intelligence found that 75% of respondents wanted to use QR codes more in the future.

By incorporating QR tags into your asset management processes, you can enjoy numerous benefits:

✔ Accurate Data Entry
✔ Streamlined Issue Reporting
✔ Seamless Onboarding
✔ Improved Efficiency
✔ Enhanced Customer Experience
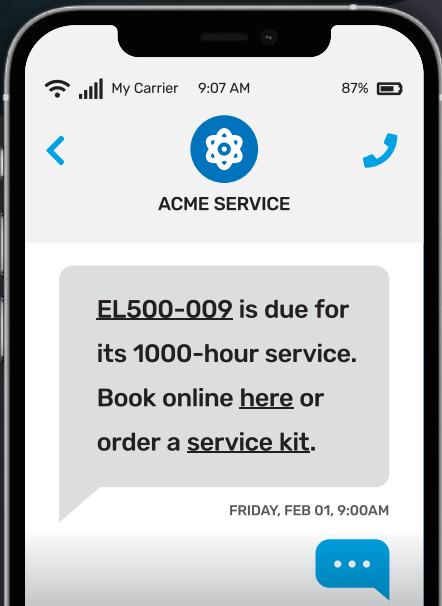
Elevate Customer Engagement with SMS Messaging for Unparalleled Reach and Response Rates

SMS MESSAGING has emerged as a highly effective communication channel, enabling businesses to connect with customers in a direct and impactful way. In fact, studies reveal that SMS messages have an impressive 98% open rate and a 45% response rate, surpassing other customer contact methods like email (Source: SMS Comparison). Embracing SMS messaging can bring a host of benefits to your customer engagement strategy:

✔ High Cut-Through
✔ Immediate Reach
✔ Optimal Response Rates
✔ Personalised and Targeted Communication
✔ Convenience and Accessibility

UNLIKE EMAIL, WHICH CAN GET LOST IN CROWDED INBOXES, SMS MESSAGES ARE MORE LIKELY TO BE NOTICED AND ACTED UPON PROMPTLY.

Use Cases

Equipment Types

NEEDME.com provides a range of tailored service experiences, digital tasks (paperwork) and workflows (process automations). You can choose from our library of form examples or we'll work with you to create customised experiences, or build your own.

- ✔ **Service booking** (planned maintenance)
- ✔ **Breakdown or fault reporting** (unplanned maintenance)
- ✔ **Service kit ordering** (parts order)
- ✔ **Asset register** (asset condition, status, location, chain of custody)
- ✔ **Inspections or checklists** (including, pre-start, pre-trip, pre/post hire and safety checks)
- ✔ **Compliance and certification checks**
- ✔ **Finance audit or stocktake** (proof of ownership, insurance)
- ✔ **Proof of service** (delivery, service reports, security log)
- ✔ **Pick-Up request**
- ✔ **Empty, refuel or restock request**
- ✔ **Logbook entries**
- ✔ **Standard Operating Procedures** (instructions and process information)

NEEDME.com connects and maintains a wide range of asset and equipment types including:

- ✔ **Heavy Machinery** – excavator, dozer, tractor, crane, forklift...
- ✔ **Equipment** – plate compactor, generator, pump, elevated work platform, small digger...
- ✔ **Vehicles** – trucks, light commercial vehicle, motorcycle, quad-bike, side-by-side, campervan / motorhome...
- ✔ **Tools** – saws, drill, nail-guns, laser level...
- ✔ **Trailers and Attachments** – buckets, hammers, implements, tilt trailers...
- ✔ **Marine Craft** – boat, yacht, launch, jetski, ferry...
- ✔ **Property and Building Maintenance** – lifts, escalators, HVAC, fire safety, access control, gates...
- ✔ **Portable Amenities** – portable toilets, waste bins, skips...
- ✔ **Miscellaneous** – vacuum cleaner, office printer, defibrillator, camera or drone equipment, etc...
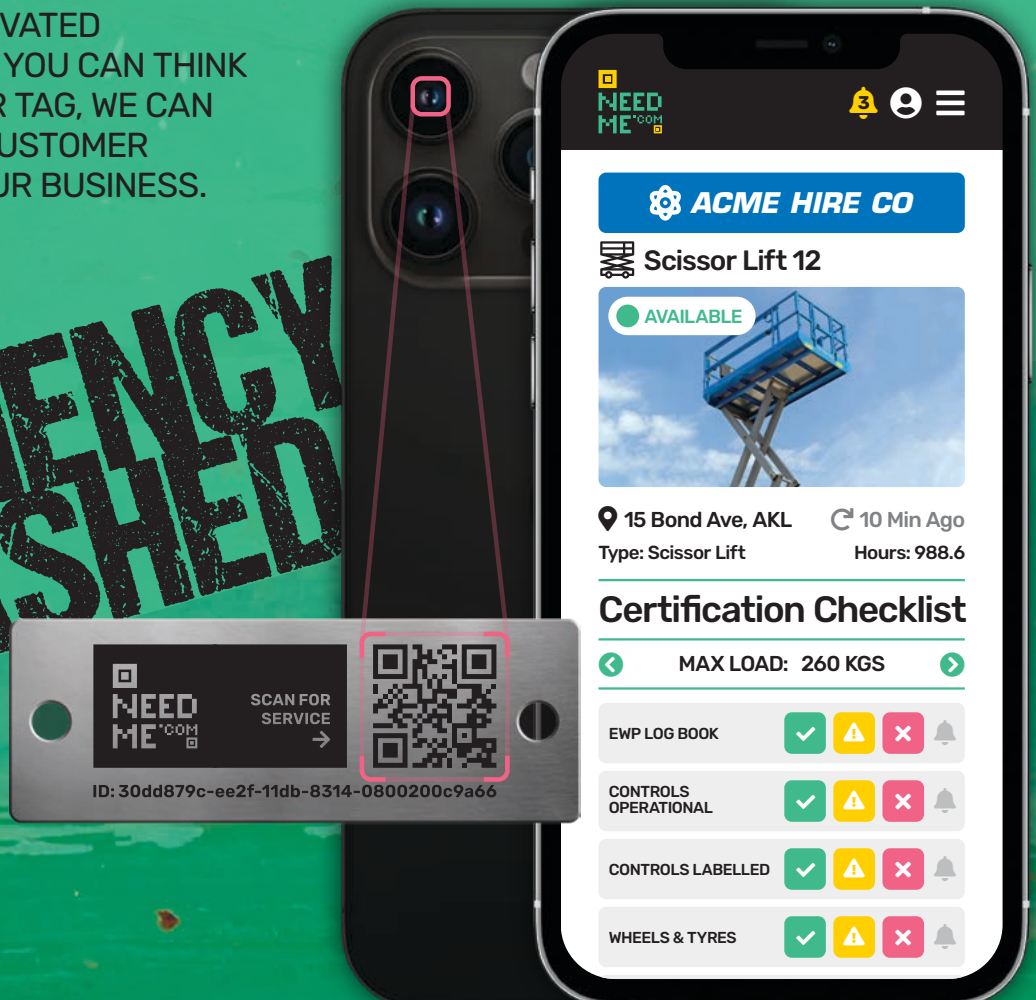
SAY HELLO TO ELEVATED PRODUCTIVITY! IF YOU CAN THINK OF A USE FOR A QR TAG, WE CAN ENABLE DIGITAL CUSTOMER SERVICES FOR YOUR BUSINESS.

EFFICIENCY UNLEASHED

NEED ME.com SCAN FOR SERVICE →

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ACME HIRE CO

Scissor Lift 12

🟢 **AVAILABLE**

📍 15 Bond Ave, AKL   ↻ 10 Min Ago
Type: Scissor Lift   **Hours:** 988.6

Certification Checklist

‹   **MAX LOAD: 260 KGS**   ›

EWP LOG BOOK	✔	⚠	✖	🔔
CONTROLS OPERATIONAL	✔	⚠	✖	🔔
CONTROLS LABELLED	✔	⚠	✖	🔔
WHEELS & TYRES	✔	⚠	✖	🔔

Start from $200/m

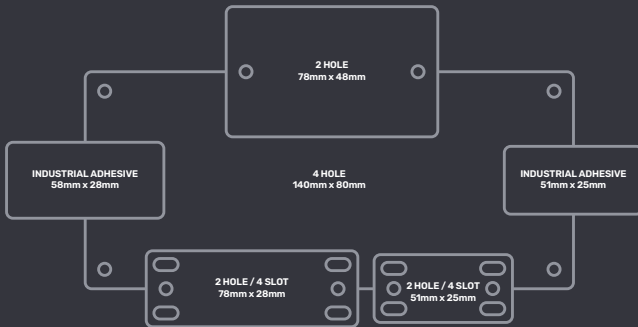DELIVER AMAZING DIGITAL CUSTOMER EXPERIENCES, PROACTIVE MAINTENANCE, AUTOMATE CUSTOMER ENGAGEMENT AND GROW SALES AND REVENUE WHILE REDUCING COSTS.

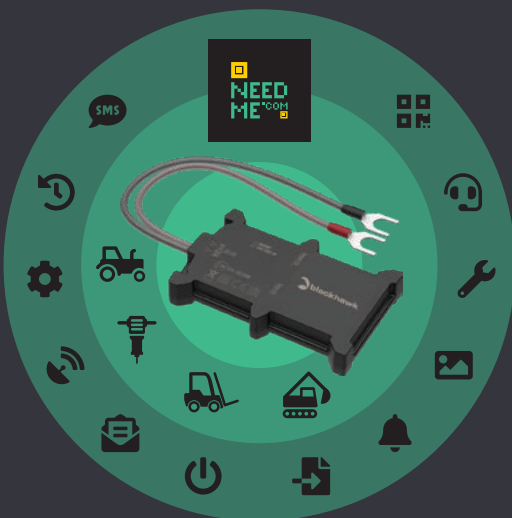SCAN FOR SERVICE →
NEED ME .com
ID: 30dd879c-ee2f-11db-8314-0800200c9a66

SERVICE & SUPPORT

First 50 Assets	✔ Included	✔ Included	$ 200 / month
50+ Assets	✔ Included	✔ Included	$ POA

6 STANDARD QR TAGS TYPES AVAILABLE

2 HOLE
78mm x 48mm

INDUSTRIAL ADHESIVE
58mm x 28mm

4 HOLE
140mm x 80mm

INDUSTRIAL ADHESIVE
51mm x 25mm

2 HOLE / 4 SLOT
78mm x 28mm

2 HOLE / 4 SLOT
51mm x 25mm

POWERED BY BLACKHAWK IoT DEVICES

Bluetooth Beacon

Battery: Ultra Long-life

Battery: Long-life, Compact

Battery: Ultra Compact

Plug-in: Engine Telematics

Easy Hour-Meter

Wired: Equipment Runtime

Wired: Engine Telematics

Easily Upgradable, Transferable IoT Devices

NEED ME .com
SMS

NEEDME.com provides a comprehensive range of Internet of Things devices (often called GPS trackers). IoT devices activate real-time connectivity with assets and can be applied to almost any kind of asset; fixed or mobile, indoors or outdoors, powered or unpowered.

QR tags provide a passive form of asset connectivity which updates asset information when scanned by a user's smartphone or device. IoT makes asset connectivity automatic and allows equipment users and service providers to stay up-to-date with asset use and condition monitoring without any manual intervention.

Our IoT devices provides special advantages:

✔ Self-installation available for most devices
✔ Upgradability and Transferability

← **Easy Hour Meter EHM100**

About NEEDME.com

NEEDME.com is a state-of-the-art digital customer service platform tailored specifically for equipment maintenance services. **NEEDME.com** is a Software as a Service (SaaS) platform owned and operated by **Blackhawk.io**.

In today's world, customer expectations have significantly shifted since the rise of smartphones. We understand the growing demand for seamless and convenient service experiences accessible at customers' fingertips. **NEEDME.com** revolutionises customer service for service providers by offering a comprehensive online platform that ensures convenient and accessible service experiences for customers. By seamlessly connecting equipment, customers, and service providers **NEEDME.com** provides a world of services and asset information, ensuring optimal uptime through proactive maintenance. With **NEEDME.com**, you gain a single, unified dashboard to manage all your equipment service opportunities, providing oversight of upcoming service requirements, customer engagement, and real-time breakdown issues.

POWERED BY
blackhawk

About Blackhawk.io

Blackhawk.io enables real, measurable digital transformation. We connect machines, vehicles and assets to service teams, operational teams, and your customers through a combination of IoT devices, managed SaaS and smartphone applications, creating transformative customer engagement, service excellence and increased revenue. Since 2005, **Blackhawk** has enabled businesses and financiers to track and manage their vehicles and assets. We work with New Zealand's largest enterprises, including **Spark IoT**, to deliver branded and managed SaaS systems that are both trusted and proven. Talk to us about your goals and allow **Blackhawk** to show your business how you can achieve real transformation.