Ultimate Roadside Assistance

Eviden team successfully deployed dozens of new tables into the American Automobile Association Club Alliance(ACA) cloud data warehouse on GCP platform encompassing domains such as call intake, dispatch, and back office operations.

The challenge
ACA aims to transition their existing roadside assistance solution to the Salesforce Platform in order to streamline operations, additional optimization in customer service and improved customer satisfaction.

The solution
Through collaboration with ACA's data architects, the Eviden team successfully deployed dozens of new tables into the ACA's cloud data warehouse on GCP platform encompassing domains such as call intake, dispatch, and back office operations. The team also developed and deployed a metadata-based API framework to retrieve data from Salesforce and load it into the cloud data warehouse.

The result
By integrating Salesforce data into the cloud data warehouse, ACA's analytics and reporting teams will have access to a unified view of Emergency Roadside Service business data. It'll provide an improved support for their BI requirements and campaign management initiatives.

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About AAA Club Alliance (ACA)
AAA Club Alliance (ACA) is the third largest club in the national AAA federation, serving more than 7.3 million members across 13 states and D.C.
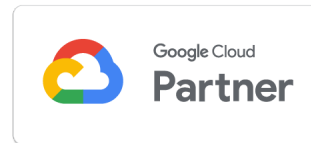
Vertical/horizontal solution: Other

Primary project location: United States

About EVIDEN FRANCE SAS
A next-gen technology organization in data-driven, trusted and sustainable digital transformation with a strong portfolio of patented technologies.

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Google Cloud Platform