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Allianz Worldwide Partners China wins two awards at China Automobile Club annual conference

Allianz Worldwide Partners (AWP) China picked up the “Five-Star Roadside Assistance Service Provider” and “The Most Influential Brand in China Automobile Club” awards at the annual conference of China Automobile Club that was held in Guangzhou on September 14.

As an industry leader in roadside assistance services and customer relationship management in China, AWP China serves more than 40 medium and high-end automobile brands and over 60 financial institutions. In 2017, the company handled 4,183,816 roadside assistance cases, attaining an NPS (Net Promoter Score) of up to 88 percent. With its extensive network of more than 14,000 road assistance service providers across the country, the company delivers services to customers in every Chinese city.

AWP China is a one-stop platform for customers to access to a comprehensive suite of services such as automotive insurance, vehicle maintenance, roadside assistance and other customizable value-added services. In addition, the company is building a new mobility ecosystem that provides innovative solutions for connected, autonomous, shared and electric vehicles.

During the conference, AWP China Automotive Product Manager Ms. Zhang Yi spoke about the latest trends in the automotive ecosystem and shared her insights into innovative services for electric vehicles. In light of increasing sales and ownership of electric vehicles, she said that it is now imperative for roadside assistance service providers to gain deeper insights into consumers’ habits and concerns at different stages of electric vehicle usage.

In terms of electric vehicles related services, AWP provides a variety of value-added services to help customers in the event of an emergency. For instance, the fast charging service allows car owners to regain mobility quickly, ensuring that they experience only a short disruption to their plans.

“Allianz Worldwide Partners China has been promoting an agile working style through implementing a leading operation management system and comprehensive end-to-end digitalization process,” said Mr. Bertrand Hartemann, Chief Marketing Officer of AWP Greater China.

"Meanwhile, we are constantly introducing new products which would optimize user experience and allow us to maintain our leading position in the roadside assistance industry."

安世联合中国获评“五星级汽车救援机构”和“2018 中国汽车俱乐部行业最具影响力品牌企业”

在 9 月 14 日于广州召开的 2018 中国汽车俱乐部行业年会上，安世联合中国喜获“五星级汽车救援机构”和“2018 中国汽车俱乐部行业最具影响力品牌企业”两项殊荣。

安世联合作为中国汽车救援服务和客户关系管理的行业领导者，为众多汽车制造商以及金融机构服务。安世联合全国拥有超 14000 家道路救援服务商，100%覆盖全国所有城市，服务 40 多个中高端汽车品牌，与超 60 家金融机构合作，2017 年全年处理道路救援案件达 4,183,816 个，NPS(客户净推荐值)高达 88%。

安世联合提供全方位的汽车保险与服务的一站式创新解决方案，为移动出行提供无忧保障。安世联合为合作伙伴提供定制化的产品和服务解决方案，领域涉及汽车保险、维修保养、道路救援及各种增值服务。此外，我们亦积极参与构建新型移动出行生态系统，为车联网、自动驾驶、共享汽车及电动车领域提供创新解决方案。

会上，安世联合中国汽车产品经理张祎女士分享了汽车生态系统的最新趋势以及电动车创新服务洞察。随着电动车的销量及保有量的上升，汽车救援企业需要更加洞察消费者的使用习惯及从对电动车的陌生到熟悉，不同阶段的顾虑。在电动车服务方面，安世联合提供各种专业的电动车保障超值服务，可随时随地为您的客户解决紧急状况。快速充电及电动车移动出行解决方案确保客户轻松出行。代充电服务让车主无需长时间等待充电，从而为其带来更佳的服务体验。更有多种增值服务保证车主的放心满意。

安世联合大中华区首席市场官 Bertrand Hartemann 先生表示：“安世联合推行敏捷的工作方式，通过业界领先的运营管理体系和全面的端到端数字化进程，并不断推出新产品，优化用户体验，使我们得以保持道路救援行业的领先地位。”