



**Personal support
available 24/7, worldwide**

Committed to providing industry-leading service and support

IAS has developed its reputation as an industry front runner by providing personal service and support to a global community of connected clients and their intermodal partners. IAS provides comprehensive data integration services, training, and implementation support to maximize your SaaS (Software-as-a-Service) experience – from starting point through deployment and beyond, including maintaining the service and providing around-the-clock Help Desk support.

Proven best practices and methodologies

IAS ensures that implementation of your IAS solutions will be fast and efficient. Our expert staff follows a proven SaaS application implementation and support approach, and uses proprietary tools and documentation to streamline data exchange with trading partners around the globe. Since IAS has already connected thousands of intermodal facilities in countries worldwide, your partners may already be connected – enabling you to begin experiencing the benefits of IAS applications more quickly than expected.

Professional assistance 24/7

With support teams located in regional service centers worldwide and a proven case management and review process, IAS is staffed with knowledgeable professionals to help you keep your business moving. Every reported issue is documented and

referred to the appropriate IAS expert, who will resolve your case as quickly as possible. Whether you need assistance or have a service issue that requires integration, implementation or technical support, representatives are available by phone or email 24/7.

Comprehensive training

IAS SaaS solutions are easy to use and enable you to get started with minimal instruction. Most training sessions can be completed in less than one hour. Training for you and your intermodal partners is conveniently available using your own computer with interactive webinars that allow everyone to learn and experience the tasks they will perform using each application service. Upon request, IAS can also provide onsite client training.

Helpful documentation for each IAS service is available electronically and provides full details on the use of each application, including easy-to-follow, step-by-step instructions and screen diagrams.

About IAS

International Asset Systems (IAS) is the global leader in providing intermodal web-based applications and brokerage services. IAS's team of transportation professionals manage the world's largest intermodal information network, spanning thousands of operators and their trading partners including leading ocean carriers, 3PLs, NVOCCs, IMCs, equipment lessors, motor carriers, repair depots, and railroads. IAS helps clients profit more by reducing equipment, transportation and operational

IAS Global Client Services is staffed with experts who provide:

- **Professional training and materials**
- **Comprehensive case-management**
- **24/7 email and phone support**

costs, increasing booking fulfillment, and achieving greater transport visibility. The company's suite of on-demand Software-as-a-Service applications can be operated as turnkey solutions accessible on the web or as integrated extensions of a client's transportation management system. Each application is based on industry best practices and can be implemented quickly, enabling clients to realize significant benefits immediately, while avoiding costly investments in technology and resources.

 **International Asset Systems**
Connect your intermodal world

World Headquarters
520 Third Street, Suite 101
Oakland, CA 94607 USA
Tel +1.510.844.3000
Fax +1.510.844.3001
www.interasset.com
info@interasset.com

**Connect to a transportation
expert for assistance anytime**