

Intelligent Service Solutions



Choose InstallerNet and gain a partner that delivers **intelligent service solutions** customized to your specific needs.



Visit InstallerNet.com or call (800) 444-1644 for more information

Introduction

InstallerNet helps manufacturers and service providers overcome their barriers-to-entry with bringing new products to market. InstallerNet clients, including many Fortune 500 companies, represent leaders in the automotive aftermarket, consumer electronics, smart home monitoring, energy management, large fleet and insurance Telematics industries.



Installation Services through a network of qualified installers
Installation Technology to provide channel partner solutions
Installation Logistics to handle any size project
Installation Content to support product sales and service

PLATFORM



Security/Start



Connected



Navigation



Wireless



Mobile Video



Car Audio



A leading expert in the automotive aftermarket, with the most amount of knowledge and technology, backed by a complete and comprehensive database. Manufactures can rest assure that InstallerNet has a complete go-to-market strategy for their brands, offering software, services, fit guides, vehicle re-search and the InstallCard program.



Automotive Solutions

- Services & Consulting
- Market Strategy
- Vehicle Research
- InstallCard Program
- Technical Support
- Training & Certification
- Content & Technology
- Complete Scheduling Solution
- Vehicle Database
- Fit Guide & Dealer Locator

AUTOMOTIVE



Satellite TV



Projector



Energy



Security



Connected



Surveillance



Home Theatre



Lighting



LCD TV



Homes are becoming smarter and technology is becoming more than just a simple installation. Our experts are trained and certified in each product, ensuring the best brand experience for your customer. Project coordination, proper roll-out, training, channel support, and scheduling solutions validate a full program launch of your product into the customer's home.



Home Solutions

- Services & Consulting
- Research & Development
- InstallCard Program
- Complete Scheduling Solution
- Dealer Locator
- Installation Support
- Training & Certification
- Content & Technology

HOMESOLUTIONS



Satellite



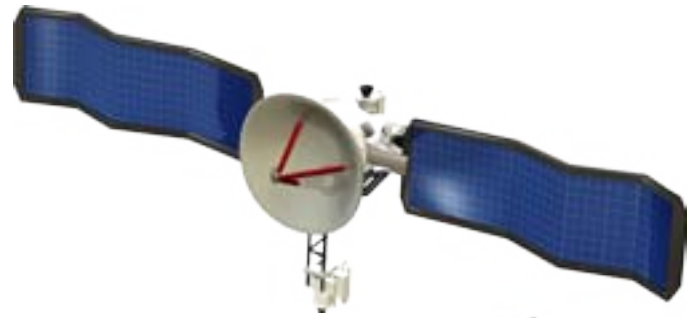
Connected



Fleet Management



Wireless



Fleet Solutions

- Project Management
- Research & Development
- Fulfillment & Logistics
- Vehicle Database
- Regional Site Managers
- Training & Certification
- Any Vehicle, Any Place
- Vehicle Diagnostics

Representing the largest network of fully trained and certified installers to handle any size fleet, with a footprint that reaches from coast to coast and across Canada.

InstallerNet has the ability to service large vehicle fleets in a short period of time, which limits how long those vehicles are off the road. Our professional fleet installation experts provide technology and services for large scale vehicle roll-outs backed with the full knowledge and training on each product.

Vehicle Diagnostic System (VDS)

Designed to provide owners and operators of commercial fleets with an integrated maintenance and repair tracking solution, one that would allow junior mechanics to troubleshoot like a master technician.

Vehicle diagnostic logs are automatically saved and transferred via the Internet to allow virtual ride-alongs from any computer.

- Self-contained tablet PC with anti-theft cradle
- Connected tool turning mechanics into technicians



The Largest Installation Network in the Country

Building a nationwide installation program for major retailer and manufacturer clients requires an extensive network of the highest quality installers. With more than 10,000 installers working from over 3500 locations, our network offers the most complete coverage in the US and Canada of any professional services organization. By using local, independent installers we can be there to support our clients' needs for warranty and repair, vehicle transfers, and any add-on services. Our labor comes with a lifetime warranty for vehicles and a 3-year warranty for residential or commercial services.



Certification and Training Program

InstallerNet University (INU) develops and delivers specific training and certification programs to its members. INU works closely with the technical support team to make sure that the training and technical documentation provided to our installers is the information they need to be successful in the field.



INU is also a point of engagement between our Member Services and the network, managing a Facebook page and Twitter feed that will allow for open dialog with its members.

Customer Service and Member Support

InstallerNet's combination of exceptional customer service and our ICE (Installation Control Engine) platform allows us to offer 24/7 customer support and personalized service. InstallerNet's Fleet and Commercial customers receive hands-on project management where a dedicated project manager will oversee installations on a customer's site.



Coast-to-Coast, ProTeam regional managers in our own fleet of vehicles provide market support, project level training, and member inspections, ensuring quality execution.



Comprehensive Content and Technology

Used throughout the industry by both retailers and manufacturers, InstallerNet's technology is utilized to provide vehicle specific product information to consumers in a very engaging, easy-to-use, and informative way.

These services are web-based, turnkey hosted solutions that range from basic **Fit Guides** to comprehensive application guides that can act as automated "expert salespeople". These solutions can be deployed on the web via in-store kiosks and have the look and feel of the website or retail location where they live.

All of our hosted solutions are constantly updated and maintained with the latest vehicle, product, and accessory information as well as any technology improvements that are introduced to provide a better experience for your customers.

Our **Dealer Locator** does much more than simply list addresses and distance. We work with our manufacturers and retailers to track and maintain detailed information about each location including store hours, installation capability and certifications, store images and facility attributes along with retailer mission statements. These individual contributions can also be linked with our dealer scoring system allowing consumers the ability to report on their experiences.

InstallerNet's dealer locator compliments a business by providing consumers access to more information about manufacturers' dealer partners.

**DEALER
LOCATOR**

→ 
Fit Guide



TECHNOLOGY



Quickly and effectively bring products to market

Complex consumer electronics for the home or automotive markets have become dependent on professional setup and installation services, but companies just do not have the breadth and depth nationally to execute these services.

InstallCards allow manufacturers to sell installation services along with their products without having to spend the capital to build the solution directly.

The InstallCard program allows manufacturers to match each product with the appropriate level of service. InstallCards are sold in-the-box, online, or on the shelf.



Benefits of the InstallCard

Convenience. Customers redeem each InstallCard online or by phone (24/7) to schedule their installation.

Reduce Returns

The InstallCard program allows manufacturers a private brand solution that will help bring their products to market. By including the InstallCard inside a product box and labeling the exterior to notify customers of the available installation options, the program will reduce returns and enhance sales.

Competency. InstallerNet manages the process of training and educating its network of professionals on each manufacturer's product.

Simplicity. Much like a gift card, the InstallCard merchandises a scope of installation work for a fixed nationwide price. Each InstallCard contains a unique PIN that identifies the product, pricing, and program details when the customer goes online (or calls) to schedule their installation.



INSTALLCARD



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