



## **PHH sends out 3-millionth electronic notification**

Jan-29-2008

PHH achieved a significant milestone in December 2007 with the transmission of its 3 millionth electronic notification through our award-winning Notification Service.

Our notification service proactively communicates business critical issues and action items to clients, suppliers, and individual fleet drivers. This technology ensures that you and your drivers receive the information you need when you need it. PHH has offered automated notifications since 2003 and continues to build this functionality based on changing technology and client and driver needs. We received the *CIO Enterprise Value Award* in 2005 for this innovative use of information technology.

PHH's Notification Service is an enterprise application that enables intelligent routing of these communications in a highly customized, policy-driven manner. You can have the notifications customized for your fleet and select the appropriate method and format for receiving information (for example, email, regular mail, or fax), as well as have critical messages automatically forwarded to additional channels. The system also utilizes fail-safes that automatically detect messages that do not reach their intended recipients, and re-routes and re-sends them.

PHH's Notification Service is currently used for key fleet management functions, such as Registration Renewals, Motor Vehicle Records, Mileage Reporting, Online Vehicle Ordering, Preventive Maintenance and Used Vehicle Sales.

According to David Zuidema, PHH Arval's CIO, "PHH's Notification Service helps us proactively communicate with our customers and their drivers. Our goal in creating this system was to enhance customer service and increase client satisfaction by increasing driver and fleet manager productivity. We're proud to have reached the 3 millionth notification milestone and look forward to bringing additional technology breakthroughs to our clients."

For more information, contact your PHH Account Team.

**PHH Arval**