



TOP NEWS

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Press Release

PHH Arval Alliance Conference Focuses on the Customer Experience

SPARKS, MD – PHH Arval hosted over 60 Fleet industry partners for its annual alliance conference held on June 28-29 in Baltimore, Maryland. The conference brought together alliance partners to discuss strategies for enhancing the customer experience and strengthening the partnership between premier partners and PHH.

According to Steve DiBiagio, Senior Vice President, Strategic Partnerships at PHH Arval, “Over the course of a year, there are more than 16 million touch-points where our customers interact in some way with our alliance partners. We are actively engaging our partners to help us work collaboratively in order to produce a remarkable customer experience at every interaction.”

This year’s conference was well-attended by key partners representing a full spectrum of supplier channels, including automotive manufacturers, up-fitters, alternative fuel solutions and payment solutions providers. Several attendees commented on their experience at the conference:

Pete Pearson, Senior Vice President, Safelite AutoGlass, “People really do appreciate a great customer experience and it is our responsibility to provide it. There is a big difference between satisfaction and delight and I think that’s where PHH is taking this alliance.”

Bernie Kavangh, Vice President, Strategic Accounts, Wright Express Corporation, “It was a great experience to be in a room full of industry experts to work together to accomplish goals for the customers we all serve. We are excited about the vision PHH has for its customer and the opportunity to align our goals with theirs.”

Dave Woolf, CEO, TeleSwivel, "We are all focused on helping our customers get the most value from their fleet assets. Having the opportunity to get together with other industry and PHH experts makes this partnership real – not just a group listed on a website. I am excited to bring our vision of delivering faster and safer towing operations together with PHH to create outstanding experiences for our customers."



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