

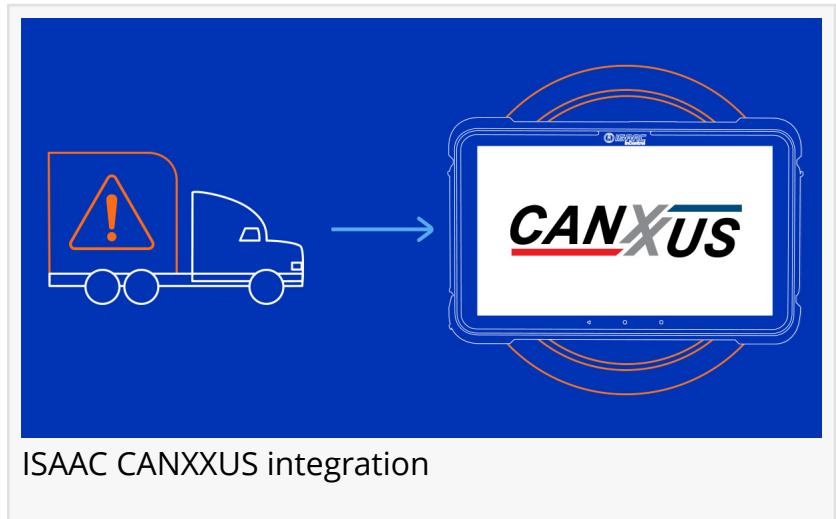
ISAAC Instruments Welcomes CANXXUS to Its Open Platform, Bringing In-Cab Roadside Assistance to Fleet Clients

New integration lets ISAAC fleets request emergency breakdown support straight from the in-cab tablet — no phone queues, 24/7 across North America

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A breakdown is one of the most stressful moments in a driver's day: the load is still due, the clock is running, and getting help has meant a phone call and a wait in the queue. ISAAC Instruments today announced an

integration with CANXXUS, a provider of emergency breakdown services and [roadside assistance](#), that replaces that call with one tap on the in-cab ISAAC tablet.



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*Jacques DeLarochelliere, CEO,
ISAAC*

The integration lets ISAAC fleet clients who are also CANXXUS customers request roadside assistance directly from the in-cab ISAAC tablet, with the truck's location and key details sent to CANXXUS automatically to expedite the response.

What Changes for the Driver

When dealing with a mechanical breakdown, instead of calling a manager or waiting in a call-center queue to read out the same details every time, the driver enters a service request on the tablet and describes the problem in less

than a minute. The request captures location — geocoded automatically — along with the unit number, vehicle identification number (VIN), and customer information. The driver can also attach photos of the breakdown when a picture explains the problem better than words can.

Once the driver has sent the request, CANXXUS takes over. Status updates are sent back to the

driver through the tablet, so they know who is coming and when, and CANXXUS settles payment with the service vendor directly — the driver never has to negotiate or pay at the roadside. The network runs 24/7 across North America, reaching drivers even on one-off trips far from a fleet's usual maintenance contacts.

The intake is automated; the help isn't. Every request is handled by a person on the CANXXUS team, whose job is to get the driver back on the road and home safe.



Roadside assistance request

"When a truck breaks down, the driver's stressed and the clock is running. What they need is help, fast — and to know someone's handling it," says Jacques DeLarochelliere, CEO, Chairman of the Board, and co-founder of ISAAC. "That's why we brought CANXXUS onto our open platform. One tap on the tablet the driver already uses, and CANXXUS has the request and the location and gets help moving. A breakdown is not easy, but the driver isn't facing it alone. We're proud to welcome CANXXUS, and to give our fleet clients one more way to keep their drivers safe and get them home."

How the Integration Works

ISAAC's open platform lets fleets connect trusted third-party tools directly into the ISAAC platform. With CANXXUS now part of that ecosystem, the Roadside Assistance button appears right on the tablet for drivers in a fleet subscribed to CANXXUS services — no separate app to install and no phone call to start the process.

Why CANXXUS Joined the ISAAC Platform

For CANXXUS, the integration puts its roadside network inside a tool drivers use every day. CANXXUS tested the roadside assistance activity in real-world fleet operations before offering it to ISAAC clients, and found drivers reaching for the tablet instead of the phone.

"During the pilot, we noticed drivers had all but stopped phoning breakdowns in — it's faster and easier," says John Stafford, General Manager, CANXXUS. "A driver hits the activity button, adds a quick description, and can return to work while we take over. They don't need to get out of the cab, they don't have to wait in a phone queue, and they never have to settle with the vendor — we handle the payment on the back end. Behind the app, there is a dedicated team committed to getting drivers back on the road and home safely. This collaboration extends that commitment by making roadside support more accessible when drivers need it most."

Getting Started

For fleets already using the ISAAC platform, getting started is simple. There's no new hardware to install and no disruption to operations — the CANXXUS Roadside Assistance Activity runs on the ISAAC tablet already in the cab.

To learn more about the ISAAC platform, visit isaacstruments.com.

About CANXXUS

CANXXUS provides emergency breakdown support for transportation and logistics companies across Canada and the United States. Through an extensive network of vetted service vendors, CANXXUS provides roadside assistance to help keep fleets operational and minimize downtime. For more information, visit www.canxxus.com.

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