ABSTRACT

SERVICE SUPPORT DEVICE, SERVICE SUPPORT METHOD, AND NON-TRANSITORY COMPUTER-READABLE RECORDING MEDIUM

A service support device (30) includes an information processing device. The information processing device is configured to deliver key information to a mobile terminal (20; 20Ac; 20Ad; 20B). The mobile terminal corresponds to each of a plurality of business operators that provide a user of a vehicle (10; 10A; 10B) with a predetermined service using the vehicle. The key information is information for unlocking the vehicle, starting the vehicle, or unlocking and starting the vehicle when a predetermined transmission signal is transmitted toward the vehicle. The information processing device is configured to, when the mobile terminal corresponding to a first business operator among the plurality of business operators uses the key information, make coordination such that the mobile terminal corresponding to a second business operator among the plurality of business operators does not use the key information.

Selected drawing: FIG. 1