



# UBCLAIMS - ACCIDENT MANAGEMENT

## HIGHLIGHTS

*UBench International offers a 'collaborative' framework that allows enterprises to engage with everyone within the value chain – partners, suppliers, customers and employees – to create one virtual enterprise, synchronising agile business processes.*

## KEY BENEFITS

- 35% reduction in leasing companies' administrative costs.
- 50% reduction in insurance companies' adjustment costs
- Increased control over leased vehicles in the field, enabling leasing companies to be more proactive in the way they manage their fleets.
- Improved experience for end users, resulting in higher customer satisfaction and retention.

## REFERENCES

- ING Car Lease
- ALD Automotive
- Aon
- BMW Financial Services
- Alphabet
- Noord Lease
- PSA Finance
- Noord Lease



### **Manage your car accident transparently and efficiently**

A car accident is often the beginning of a long drawn-out procedure. This is because the settlement process for the claim involves a number of parties that are not ideally linked to one another: call centre, towing truck service, bodywork repair shop, expert, customer, leasing company, insurance company, and so on. So smooth communication is the key for enabling all of the actions required by the parties involved to be taken efficiently and at the right time. And this is precisely where the problem lies today. All of the parties work with their own administrative procedures and communication can often be slow and less than complete. The result of this mishmash of contacts is an obscure mass of bureaucratic red tape that slows down the handling process unnecessarily and only adds to the cost.

Peter Verbraeken and Marc Lens, who both have many years of experience in the industry, have decided to change all that. Working through their company, UBench International International, they have developed a unique communication platform that operates via the Internet to enable all of the parties involved in a claim to process and monitor each case in a straightforward and accessible way. We are creating, as it were, a single virtual 'claims' community in which all of the external players are able to communicate and work with one another smoothly – which enables them to focus on what their actual core business is meant to be.

### **Efficiency through relations, collaboration and community**

Speed, efficiency and transparency are the keywords for the project. It is vital for each party to be informed in the same way about the aspects of the claim that they have to handle and make decisions about. This eliminates over-reporting and enables the various players to concentrate fully on providing the individual services they are best at. In practice, the details of an accident will be made available in a single movement from



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## REAL-TIME COMMUNITY

*Real-time means that your business processes are maximised and that your data is available to everyone within the value chain, immediately it's entered and as soon as it's needed. The community cooperates and communicates in a transparent, interactive and proactive way. Enterprises that embrace the UBench Real-time Community get streamlined business processes, new cost efficiencies, greater customer satisfaction and loyalty and expanded revenue potential.*

the call centre to the parties involved. In the first place, the repair shop selected automatically by 'UBClaims' as being the most local repairer, is requested to make an appointment with the driver. Using a simple login and password, the repairer has access to all the information required for the repair. So in no time at all, a price quote and timeframe can be established, after which a replacement car is automatically booked immediately at the car hire company for the duration of the repair. A technical coordinator – read the procurement officer– will then use the digitally provided information (estimate and photos) as the basis to assess the damage offsite, liaise with the repairer and go ahead with the order. This all takes place in a matter of minutes, not days. While the repair is taking place, the repairer has a straightforward manner of reporting on progress in via the Internet file. So, in brief, instructions, communication, transparent monitoring of the claim, invoicing and so on can all take place via the Internet. UBench International intends to use a dedicated approach to generate greater efficiency for the companies involved and better service for the customer. To achieve this, it uses the existing network of specialist entities to provide a single level of support that includes the critical communication process. The basic premise of the whole system is that each partner is able to become more efficient by operating in this innovative manner. The bottom line is also of benefit to the leasing or insurance company and, above all, it works out cheaper for the driver. So UBClaims is a clear win-win situation for everyone involved.

## CONTACT

*Please contact your UBench sales representative or the UBench Local Partner.*  
 @ : [www.ubenchinternational.com](http://www.ubenchinternational.com)  
 ? : [contact@ubench.com](mailto:contact@ubench.com)

The screenshot displays the UBench software interface. The main window is titled 'Service Detail' and contains several sections:

- Service Detail:** Shows key information such as Key (509110003), License (TUS844), Fleet (ALPHABET), Status (Closed), Due Date (06-01-2009), and Supplier (Vaccaro Brabant).
- Repair:** Lists the car (AUDI A8 Avant TDI), customer (Shurgard Self Storage), driver (Frédéric Dematic), and loss adjuster (ETHIAS Expense).
- Quotation:** A table showing costs for spare parts (330.80 €), operations (12.38 h), dismantling (0.00 h), mechanics (0.00 h), bodywork (7.00 h), preparation paintwork (0.00 h), and paintwork (9.30 h).
- Paint products:** Lists paint products (103.82 €) and varia (2.52 €).
- Total:** Shows a total cost of 99.
- Historical data:** Includes expected and date (23-01-2009), mileage (130102), surveyor decision (Accepted), and surveyor comment.
- Accident notification:** A table with columns for vehicle, client, and conductor, showing details for SAAR B-3 Sport Hatch, ALPES Linear Business, and client ALPES.
- Services Commandes:** A table listing services like 'Débris', 'Frais', 'Détermination', 'Consignement', 'Comande services', 'Copier', 'Services Commandes', 'Accident notification', 'Information', 'Experte', and 'Informations Disponibles'.
- Informations Disponibles:** A table with columns for 'Retour à la liste' and 'Total'.
- Summary Table:** A table with columns for 'Bench', 'Collisions', 'Facture', 'Expertes', and 'Annullé', showing various financial and operational metrics.

**“Deliver value to customers and generate profit through relationship, collaboration and community.”**