

Car Crash Line eliminates paper and provides better service

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Car accidents are not nice experiences but having to complete the paperwork involved is a nightmare!

Car Crash Line Group provides over 4,000, replacement vehicles to people making insurance claims after an accident. Their process of receiving notification and completing a collection, delivery or noting any damage to one of their vehicles was a long internal paper trail and meant lots of filing for their clients!

OnTAAP Forms Workmate solution allows this complete process to be paperless increasing efficiency to ultimately allow Car Crash Line Group to achieve market presence as the foremost accident management service in the UK. Via a combination of GPRS and 3G technologies available via PDAs given to Branch Managers and Drivers; real-time enhanced data can be delivered to the group's different departments as well as directing relevant information to third party insurance companies.

This solution also allowed forms to be directly transferred into electronic format, complete with enhanced features including diagram mapping (marking scratches and faults on a "flat fish" of the vehicle), electronic signatures, validation and photographic capabilities. Clients in real time can also receive an electronic version of their agreement.

Steve Higgon, TAAP's CEO commented: "By the application of OnTAAP technology a simple hand held PDA becomes a powerful multi-use tool. Developing a mobile application that successfully integrates across an entire organisation was a challenge but the benefits have produced stunning results."

Steve added: "The project has made the relevant data easily accessible over all levels of the organisation, guaranteeing the delivery of complex, mandatory paperwork to third party insurance firms within three working days."

Since the new system was implemented Car Crash Line Group has reduced its administrative processes by 80% at its regional branches, with paperwork being delivered to third parties within ten minutes, totally eliminating the problem of lost paperwork. Any damage detected by the drivers when a vehicle is collected is photographed and instantly sent to the relevant department so that claims can be resolved quickly without lengthy and costly disputes.

Spokesperson from Car Crash Line Group commented: "By the application of mobile technology

we've reduced our paper trail and ethically our corporate carbon footprint. All operational data is now automated and tracked with our IT architecture being fully extendable. New forms can be automatically distributed and updated to drivers by way of SMS messaging which gives us the potential to grow our workforce and therefore our business which will help us galvanise our plans for expansion."

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TAAP would like to thank Car Crash Line Group for its faith and belief in our Mobile Information Productions. This has resulted in both tremendous business benefits to Car Crash Line Group and industry recognition that mobile PDA technology can deliver significant return on investment, dramatically improving business processes and efficiencies, and contributing to a greener method of working with near total elimination of paper for almost all existing paper processes.

TAAP is delivering this technology into a broad spectrum of industries, no programming, near instant return on investment, and into a global market. One day all your software could be on TAAP.

Paul George, TAAP's Sales Director, previously with Vodafone, commented 'Our technology has a mass market appeal and Car Crash Line is just one example of what we are delivering into the automotive sector. I'm very excited about what we doing for our clients and we will shortly be releasing some new case studies focusing on the NHS who can really benefit from the kind of solutions we deliver. All very exciting times. It's also very satisfying to deliver solutions that eliminate paper, inefficiencies, and in the case of the NHS, this means the savings can be ploughed back into care services where it is really needed.'

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To support the further expansion of their business, the vehicle hire company, Car Crash Line Group realised that they needed to overcome the inefficiencies of a paper-based administrative system. The company formed in 1997, facilitates over 10,000 vehicle movements a month to and from customers making insurance claims after an accident. The solution appeared to be an electronic one, and they needed to be able to input data in real time with remote access.

Car Crash Line called in TAAP to help them work on the solution. They had already identified the need to improve workforce productivity, eliminate duplication and improve the data quality. TAAP suggested using their handheld PDA system with their On**TAAP** Forms software, easily custom built to meet specific requirements.

This system was implemented and now assists the company in their vehicle movements without the need for any paper form filling or filing. Jobs are transmitted between branches and drivers using the hand held PDA devices reducing the admin processes by 90%. Any damage detected by the drivers

when a vehicle is collected is photographed and instantly sent to the relevant department so that claims can be made and resolved. With the photographic proof attached and real time data delivery, the success rate of claims has risen dramatically. The application also includes a fuel gauge tool to record and report fuel levels when a vehicle is delivered or collected.

Previously each movement would have necessitated the completion of a collection of insurance forms, hire agreements and the associated photocopying, scanning and storage of these. The PDA system instantly creates and stores all records electronically allowing real time update of systems and vehicle data. At the Data Strategy Awards, this award winning solution won the Best use of Data in Automotive.

Steve Bockett, National Branch Manager at Car Crash Line Group said; “The system has proved extremely easy to use and was quickly welcomed by branch managers, drivers and head office teams alike. Our fleet managers are updated within seconds of either a delivery or collection, which gives them full control over the allocation of vehicles and ensures that claims can be met during peaks of high demand. So much so that any mention of the use of paper forms now would probably result in a mutiny!”

Paul George, **TAAP** Client Services Director commented; “I am delighted our solution has over delivered on the project metrics and Car Crash Line are now benefiting from new levels of efficiency and service in their regional branches and in the field. To have the collective efforts of TAAP and Car Crash Line Group recognised with the Data Strategy Award for Best use of Data in Automotive was the icing on the cake!”

About TAAP

TAAP is a leading provider of software solutions which allow organisations to mobilise their operations using hand held computers. Its award-winning agile application platform allows new systems to be delivered “OnTAAP”, that is, fast, flexibly and at low cost.

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