

## Case Study 1

With an expanding fleet of over 8,000 vehicles, this client needed to implement accident management for both own and third party damage in order to control and reduce costs. During the first 3 months alone, average costs reduced by 30%. After 12 months, savings of 37% were realised and the average V.O.R dropped by 6 days.

### Background

- Program began in October 2004, for a Third Party Only fleet of over 8,000 vehicles.
- Few financial controls or active accident management processes in place
- Introduced digital imaging and estimating through 'Total's' controlled Network Repairers.
- Applied SMART repairs to light damage, driveable vehicles, giving menu prices and reduced costs.
- All incidents are subject to desktop inspections, supplemented as necessary with field inspections.

### Effect

- Despite the rising fleet size and incident rate, the reduced average is maintaining the monthly spend.
- Average cost is stabilising and proving sustainable, allowing better forecasting and budgeting

