



PRESS RELEASE
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**LIVE ONLINE VEHICLE ACCIDENT REPAIR TRACKING SERVICE LAUNCHED
BY TOTAL ACCIDENT MANAGEMENT**

- **Total Accident Management links with BodyNet to launch innovative new online tracking service for vehicle repairs**
- **New system already live with 80% of Total's repairer network**
- **SMS text updates automatically notify the customer at each stage of the repair process and alert when vehicle is ready for collection**

An innovative new online service that enables fleet managers and drivers to track live the progress of a vehicle accident repair has been launched by Total Accident Management.

RepairTracker has already been launched across 80% of Total's 140-strong repairer network and training for the remainder is expected to be completed by the end of January 2010.

In addition to being able to view status updates online, thereby removing the hassle and inconvenience of having to phone the repairer direct, Total's new service automatically sends SMS text updates at each stage of the repair and notifies drivers when their vehicle is ready for collection.

Nick Smith, Supply Chain Manager at Total Accident Management, said: "This is a great new system that streamlines communication about how a vehicle repair is progressing. With no need for the workshop to answer progress report calls from customers, it means technicians are freed to focus on optimising repair schedules, thereby improving turnaround time.

"Meanwhile, for customers, the automatic SMS updates, plus a unique log-in that enables direct access to information about the repair via the Total Accident Management web portal, ensures they remain fully updated about how the job is progressing."

RepairTracker, created by BodyNet, has been adapted and integrated into Total's existing customer web portal. BodyNet expects the new system to be handling up to

5,000 jobs over the next six months, each with an average claim value of around £1100 for a conventional repair.

Steve Miller, Product Director at BodyNet, said: "Drivers are also asked to complete a customer satisfaction questionnaire via the Total Accident Management website after collecting their car – this will also enable Total to chart progress on the CRM side of the business.

"Total Accident Management is a forward-looking company that's very confident of the services it wants to provide to its clients. They've got great imagination and we're looking forward to a successful partnership together in the future."

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For further press information please contact Steve Carman or Martin Bayntun at Nobull Communications on 01628 526208, email steve@nobull-communications.co.uk or martin@nobull-communications.co.uk