

# The Summer Issue



## Introduction

### Who are Incident Management Solutions?

Incident Management Solutions (or IMS for short) was founded in 2006 to provide engineering services, bespoke repair management, total loss solutions and associated services on behalf of insurer partners and other industry work providers.

Our specialist services are modular so clients can choose the solutions that fit with the way they work from managing the repair only, to delivering a complete package.

IMS have developed a web based system called I2R (Incident 2 Resolution) which is used by all staff. I2R is a web based workflow management system allowing efficient communication and streamlined processes. With unlimited development potential, I2R is able to integrate with most software platforms and enables multiple client specific workflows to manage bespoke processes, differing scheme criteria, SLA's (Service Level Agreements), auto communication in format of choice and extensive bespoke MI reporting.

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## IMS Rewards

Smart savings from us to you

Log on to your IMS Rewards to earn cash back, find hundreds of discounts on the biggest brands and much, much more by clicking the link below:

<https://ims.rewardgateway.co.uk/Authentication/Login>

IMS Rewards (reward gateway) is also home to our E-cards. E-Cards are used as a form of recognition for your contribution to the company. These could be for reasons such as 100% attendance each month or for receiving positive feedback from customer/ clients.

If you would like more information about any of the benefits mentioned or if you have any questions please contact Kerri McDonald.

## Reward & Recognition

At IMS there are rewards that start the second you join the IMS family such as a £25 love to shop voucher for your birthday and access to reward gateway and child care vouchers.

Our eye care benefit is available after 3 months of employment, to use this benefit you will need to request a voucher from your Line Manager. This voucher will entitle you to a free eye examination from Specsavers and a £45 pair of glasses or contribution for glasses providing they are solely for VDU (visual display unit) use.

After passing the probationary period an additional benefit becomes available, this is the ride to work scheme.

2 years of continuous employment gives you the options to choose one of the following benefits:

- Unlimited Cineworld Card / Limitless Odeon
- Healthcare
- Dental
- Gym membership
- Mobile Phone.

As well as this an extra day of holiday is given (after 2 years your holiday entitlement increases to 23 days, this continues until you reach a maximum of 25 days holiday entitlement.).

5 years of continuous employment gives you the option to choose not one but two of the benefits listed.

- Unlimited Cineworld Card / Limitless Odeon
- Healthcare
- Dental
- Gym membership
- Mobile Phone.

We also offer a £100 reward if you recommend a friend for a position within the company and they pass the probation period.



## The Intranet

After a lot of hard work we now have a new refreshed website, alongside this we have the staff intranet which we would love for you to utilise. This will enable you to view and download previous newsletters, current policies and procedures.

To log on to the staff intranet you will first need to come out of the cloud and open up the internet browser and search [www.imsolutionslimited.co.uk](http://www.imsolutionslimited.co.uk) at the bottom of the home page on the right hand side there is link to staff login, this should take you straight through to the intranet home page.

Unfortunately because the intranet is only available outside the cloud it is not possible to print or email any of the documents but you can save them to be emailed /printed. We are aware that this is an inconvenience and appreciate your cooperation whilst we work on this.

If you have any questions or if you need further guidance please contact your line manager.



### Top tips for Internet safety

- Don't post or give out any personal information online.
- Never disclose your passwords.
- Think before you click – Never click on links in messages from people you don't know, these links can lure you into giving out personal information or download malware to your computer.
- Shop safely – don't shop on a site unless it has "https" and a padlock icon on the left or right of the URL.
- Create strong uncrackable password such as; 2\*8m&S4!idr
- Know the scams – read articles and blogs, follow the news so you can learn about the different kinds of scams and what you can do to avoid them.



You can help to raise money for this great cause by donating directly to Jonathans fundraising page -

<https://www.justgiving.com/Barbara-Johnson3>.

Just Giving sends your donation straight to Battersea Dogs & Cats Home and automatically reclaims Gift Aid if you are a UK taxpayer, so your donation is worth even more.

## The Muddy Dog Challenge

This is the UK's first obstacle course where you can complete 2.5km and 5 km obstacle runs with your dog. You can enter as a team of humans, as a dog-and-human duo or go solo.

All donations/ sponsorships help the Battersea Dogs and Cats home continue to provide care for thousands of lost, abandoned and unwanted dogs and cats each year.

If you would like to help raise money for this cause and make a donation, please visit Jonathan's fundraising page

via the link provided.



Our very own Jonathan Barnes is taking part in the muddy dog challenge along with his wife and dogs. This is happening on the 10<sup>th</sup> June 2017 in Essex.

Jonathan has provide a lovely picture of his two dogs who will be taking part in the challenge.

*"Thank you for your support"*





# Wedding Fever

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Marine Duflot now Marine Karlake has provided this beautiful collage of one of the happiest days of her life, so far...

The wedding was on Friday 21<sup>st</sup> April 2017 At Minstrel court in Royston.

Some members of our IMS family attended and those were Andy Lee, Charlene Lawson, Sam Burton Rees, Katie Boness and Nano Sheri.

Marine's honeymoon was 2 weeks in Mexico travelling around Isla Mujeres, Chichen Itza, Merida and Tullum.

There are more Weddings to come! Courtney Peat jetted off to Crete to get married in the sun, Carly Andrews wedding day is almost here, Suneil Uhbi's wedding is fast approaching and let's not forget that Alistair recently got married. On behalf of IMS we would like to say a massive congratulation to you all!

# People's Profile

## Sunil Sihota

When did you start working at IMS?

November 2015

What does your day to day consist of?

It varies mostly dependent on workload and where we are in the week. Mainly its STS (Straight To Salvage) but I also deal with recovery charges, valuation disputes, dealing with network management queries alongside the NMT at IMS, quality checks post engineering and more recently, started my training to join the institute as a trainee engineer.



What is your most memorable moment at IMS?

A bit of a difficult question but probably the time a PH tried to convince me a yellow car is worth more in the summer than the winter.

What are your pet hates?

No notes left in i2R.

People who lie.

People who chew loudly LOL.

What is at the top of your bucket list?

To travel the world

Your most favourite things are .....

My Family

Barbeques/Food in general lol

Dream car - Jaguar XJ220

Top tips for working smart?

Plan your workload for the day first thing in the morning.

Set realistic goals.

Always leave long extensive notes in i2R.

Don't be afraid to ask questions.

Quality over quantity.

Fun fact –

Going to be a dad very soon! Or just become a dad, depending on when you read this lol

# People's Profile

## Emma Herbert

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When did you start working at IMS?

22<sup>nd</sup> February 2017

What does your day to day consist of?

Making tea and coffee and feeding the girls, review invoice packs.

What is your most memorable moment at IMS?

Winning the best team costume award for national book day

What are your pet hates?

Messy eater and clutter

What is at the top of your bucket list?

Win the Lottery

Your most favourite things are .....

Eating, drinking, spending time with my family and friends

Top tips for working smart?

Being punctual, staying calm, always smile.



### Fun facts

- The average person spends 6 months of their lifetime waiting on a red light to turn green.
- One in every five humans believe that aliens are hiding in our planet disguised as humans.
- 95% of people text things they could never say in person.
- You cannot snore and dream at the same time.
- The Twitter bird actually has a name - Larry

# People's Profile

## Kerri McDonald



When did you start working at IMS?  
October 2016

What does your day to day consist of?  
Assisting with recruitment, interview note taking and planning. Answering queries in relation to Cezanne. Assisting with general administration duties in for Senior Management. Lots and lots of scanning.

What is your most memorable moment at IMS?  
Red Nose day, everyone dressing up in red and taking part makes the planning worthwhile J

What are your pet hates?  
Rudeness and people who eat loudly.

What is at the top of your bucket list?  
To travel to China or Bora Bora.

Your most favourite things are .....

My Family, my boyfriend and his dog, Harry Potter and Arsenal.

Top tips for working smart?  
Prioritise your work and If you are unsure about anything ask rather than hazarding a guess.