



December 2018

The IMS Insight



We have worked with Enterprise on non-fault credit repair claims for over 6 years now – but they have recently expanding their offering into “fault” claims. This is still in its early stage but we expect this will grow in 2019.



We manage the approved repairer network including deployment, repair progression, total loss settlement, salvage disposal, invoice validation & complaint management. Complaints & invoicing are handled within our customer services and supplier accounts team – all other services are delivered by our small schemes team.

Repairer Estimating

We have been working closely with Rye Street Group for just over a year now to develop the services we are able to offer in other areas of the claims management chain. Estimating is very similar to engineering so we have a “specialist” team within our engineering team that manage estimating services from images that are supplied by customers. We have now fine-tuned this service and are in the early stages of rolling it out with the Baldwin’s Group of repairers. We have developed a front end portal of I2R that allows repairers to load-in claim details for jobs they would like use these services for.

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B&L **BRISTOL & LONDON**
THE SPECIALIST IN PRESTIGE CAR REPLACEMENT

Bristol & London are a niche Credit Hire Organisation dealing with prestige vehicles. We have successfully implemented engineering, total loss recovery & salvage disposal. The engineering cases are managed within the engineering and engineering admin team with the total loss and salvage disposal being managed by Shelley. The volume of the total loss cases are low hence they are currently only managed by Shelley. These services will hopefully be growing over the coming months and additional support will be given to Shelley managing this.

UKRN – UK Repair Network



We have licensed the use of I2R for the purpose of claims management – this is a first for us so would class it as one of our “biggest” changes of 2018. We also have plans to provide the engineering – which should filter through early in 2019. UK Repair Network are a small claims management company who initially approached us to be their engineers but when they saw I2R they realised how many benefit’s it could offer them. Many hours of development, setup and training have gone into this project and we are confident the benefits of this will be seen next year.

Magna



Magna are a small Credit Hire Organisation who were recommended to use our services by Bristol & London. We currently deal with engineering, total loss recovery and salvage disposal. Engineering is dealt our engineering team and Shelley manages the total loss settlement and salvage disposal. This is another low volume scheme but we will be providing additional support to Shelley on this scheme in the New Year.

VRG – Vehicle Replacement Group



VRG are a claims management and replacement vehicle solution for insurers that wish to outsource claims. We provide NNR negotiation, total loss settlement, cash in lieu negotiation, engineering, invoice validation and repairer payment services for VRG. NNR negotiation, total loss settlement and cash in lieu negotiation and invoice validation are managed within the small schemes team. Our finance team make the repairer payments and as always engineering is managed in the engineering team.



Meet the Repair Progress Team



24/12/18 – Repair progress team, customer services team, Natasha from Eng admin, Josh, Imogen and Xandre

A typical day for the repair progress team. – Plenty of calls, at the moment we're averaging around 360 calls a day from various different callers, these could be from Enterprise, Insurers, customers and various different clients. The start of the day normally consists of us verifying all the new claims coming into IMS by checking them into the system; on a Monday we would normally start off with having to clear 200! Tuesday onwards it would be around 80. The team then start on their tasks which includes; chasing our approved Repairers (bodyshops) and Non-Network Repairer's (those that are not part of our approved repair network), management of our busy inbox and portal update activities. There is never a dull day within RM 😊.

Daily challenges - Having to deal with the busy volume of incoming calls and making ensure we are setting IMS up with the claims coming into the organisation so we can all effectively claim handle and engineer. It can be a challenge to ensure we're allocating and completing the individual workload correctly and working SMART to cut down touches on a chase.

Top tips for working smart - Staying organised, deal with the most urgent queries and plan out your day and how you're going to complete the work which has been allocated

Meet the Repair Progress Team

Victoria Savin – Claim Administrator



Been at IMS for: 4 months.

Most rewarding part of the role:

Making customer's lives easier through a traumatic experience.

Most memorable moment at IMS:

Decorating the office ready for Christmas.

Hidden talent: I can Hula Hoop with a weighted hula hoop for over an hour straight.

Life quote: 'What you think, you create. What you feel, you attract. What you imagine, you become.'

Fun fact: I learned to swim by almost drowning – My sister pushed me in the pool and didn't jump in to save me as she was young too, so it was swim or die!

Top of you bucket list: To design my own home and to adopt as many rescue animal as humanly possible.

New Years' resolution: To not hold onto any negativity.

Meet the Repair Progress Team

John Bell – Claim Administrator



Been at IMS for: Since June 2018

Most rewarding part of the role:
Resolving complex situations and issues raised.

Most memorable moment at IMS: The IMS boat race during the River Festival, and nearly falling out of the boat (on multiple occasions).

Hidden talent: I like to think I'm good working with numbers and mathematics (and I don't think it's a talent but I like to think I have a good sense of style).

Life quote: 'Stop saying you will and just do it' (I don't think this is an official *life quote* but I feel like it summarises me as a person).

Fun fact: I have a twin brother.

Top of you bucket list: To go travelling through Asia.

New Years' resolution: To not take life so seriously.

EVENTS



Over the course of 2018 we have held three main events such as Mental Health Awareness, the Macmillan Coffee Morning and Christmas celebrations. It was the first year we took part in the Bedford River Festival Dragon Boat race. We would like to take this opportunity to thank you for your support and participation in our events and for making them a success.

The **Dragon boat race** was a great first try event. We really salute those that participated or took the time to come and support us at the Riverside Festival and for team building it was a day of sun, trying to stay afloat (which was our biggest triumph) and picnics.

The **mental health awareness week** was a success with many mindful and positive activities with everyone participating and getting to meet other team members across IMS in our Dignity at Work presentation breakfasts.

We raised **£150 for Macmillan cancer support** during our **coffee morning with a twist** – we had an amazing contribution of homemade goodies as well as a whole team dressing up in theme and several competitions going on throughout the day.

Christmas Festival at Winter Wonderland



Christmas Jumper day was again a fabulous sea of funny, quirky and creative jumpers!

On Christmas Eve we invited the children of IMS to come and visit our offices to help judge the decoration competition and participate in some fun activities.

Over in building 11 we had glitter face painting and a small race track set up in the engineering department. Over at building 6 there was a sweet shop full of goodies, a game where you had to shoot a nurf bullet through a whole, Santa's grotto and a create your own reindeer food station.