

# Accident Management

Any vehicle, anywhere



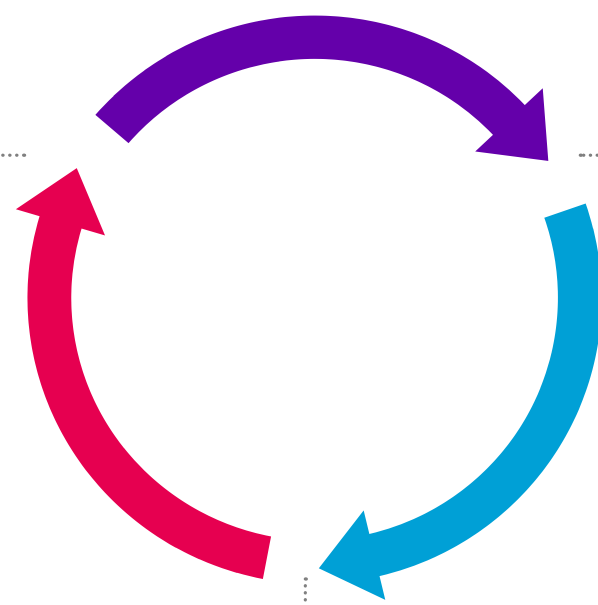
We help keep your incident costs down and your vehicles on the road. And you'll be able to use our data to make better decisions.

## Our process:

### Avoid

To stop accidents happening, we:

- source data from multiple feeds
- use that data to stop incidents before they happen
- implement initiatives to generate a risk reduction fund.



### Manage

To efficiently manage incidents, we:

- utilise same day repair solutions
- combine accident and maintenance repairs
- actively monitor all associated costs.

### Learn

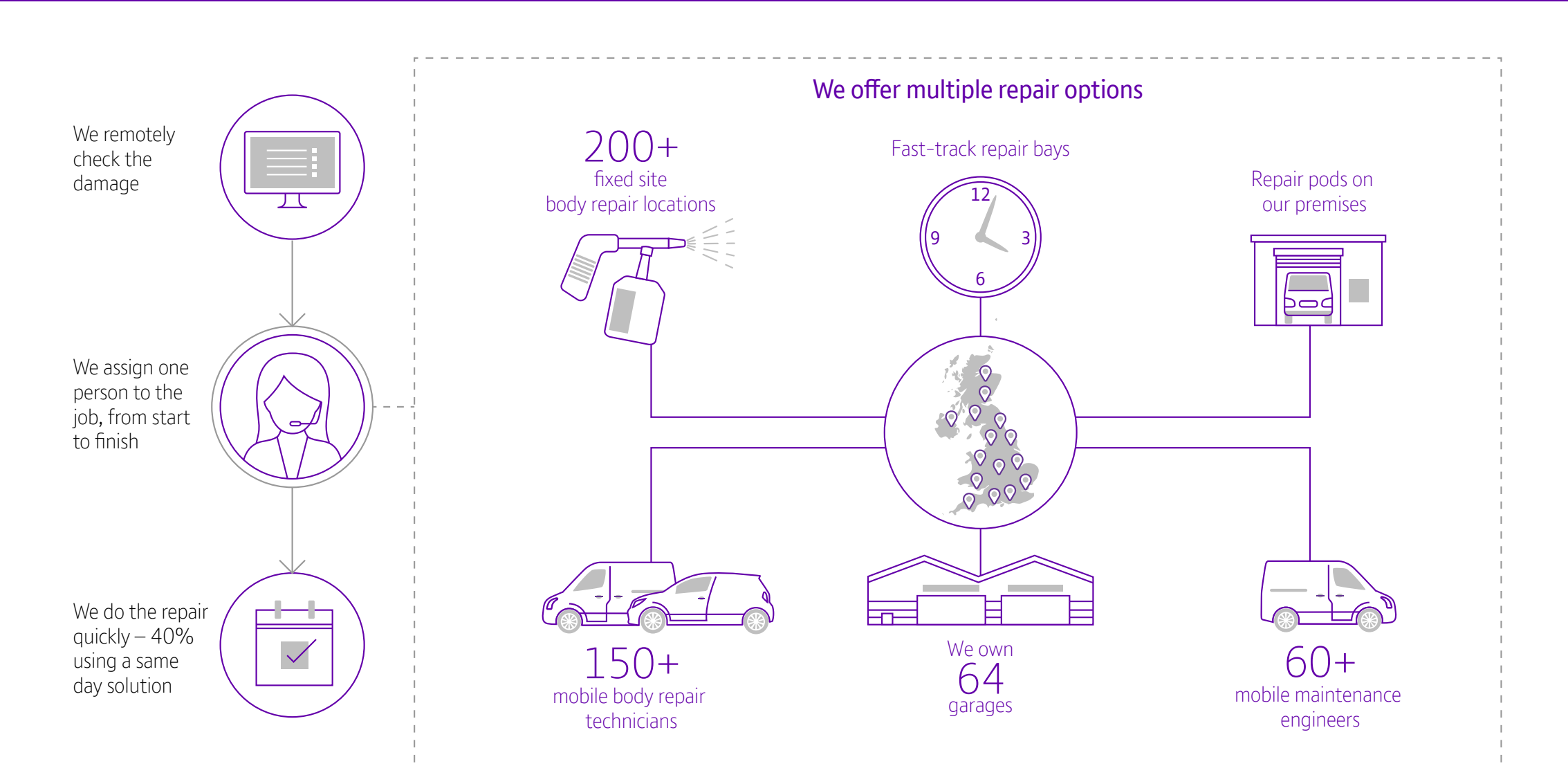
To enable insight, we:

- provide a fully configurable MI system
- monitor your key trends and provide feedback
- combine 1st and 3rd party data to show full claims cost.

## Who are we?

<p>33,000 strong fleet of our own, the 2nd largest fleet in the UK and one of the most complex in Europe</p>	<p>120,000 vehicles managed</p>	<p>500+ contractor garages</p>		
<p>We specialise in operationally critical &amp; time sensitive fleets</p>	<p>840 in-house commercial vehicle experts</p>	<p>We can repair any vehicle, of any type, anywhere in the UK</p>	<p>5,000 vehicles purchased every year</p>	<p>8 awards in 2016/2017</p>

## How we reduce vehicle off road time





# How we reduce costs

Proactive  
third party capture  
success rate of

# 65%

- We source specialist parts, including non OE, aftermarket and green parts.
- We offer a range of replacement vehicle types.
- We operate a full Uninsured Loss Recovery (ULR) process.

We offer  
a cash  
in lieu  
recovery  
option

We have a dedicated  
legal team to manage and  
defend third party claim costs

We authorise  
essential  
repairs only

## Our customer-focused approach

- We allocate a dedicated account management team to you.
- We undertake comprehensive performance analysis.

We provide a bespoke  
reporting suite

# 24/7

driver support line

## Insight & risk reduction strategy

We supply a fully  
configurable  
MI portal displaying  
total cost of risk

We share insight  
and learning  
to reduce  
occupational  
road risk

- We are able to incorporate incumbent data.
- We provide access to a suite of risk reduction initiatives.

## Why us?

We provide an  
award-winning service.

We know what we're doing –  
we manage our own time  
critical fleet so understand  
your challenges.

Whatever the scale  
of your fleet, the severity  
of your incident – we'll get  
you up and running

As part of the BT group  
we're leaders in technology  
& innovation and have been  
recognised for it

Our Accident Management app allows you to:

- support FNOL & driver education
- enable damage triage
- communicate repair updates.

It would be great to share with you how  
our Accident Management service will  
add value to your organisation

To find out more on  
Fleet Solutions visit  
[www.btfleet.com](http://www.btfleet.com) or  
Email [sales@btfleet.com](mailto:sales@btfleet.com)



Issued: February 2018

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Registered office: 81 Newgate Street, London EC1A 7AJ.  
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