

Aquarium Claimsbook

supports business expansion at **Claims Assist UK**

Claims Assist UK and Aquarium Claimsbook

“AquariumClaims is a perfect fit for our diverse business. Our people work to consistent standards across different businesses and locations. It’s been a huge success”

Shahraz Yaqub, Managing Director, Claims Assist UK

About Claims Assist UK

Midlands-based company Claims Assist UK is an accident management specialist with four offices. The team specialises in vehicle damage and personal injury claims for taxi drivers. They also have a fleet of registered taxis which they hire to clients. They maintain these at service centres where they offer motor maintenance services to the general public.

Where they were

As an expanding concern with ambitious plans, Claims Assist knew their homegrown system had reached its limit. A new claims system was essential if they were to meet their growth targets.

 **AQUARIUM**



Why Aquarium Claimsbook?

After careful investigation of the best solutions on the market, the company chose Aquarium Claimsbook. They felt the tool was the easiest for their claims handlers to use and could be tailored quickly to specific needs. As a web-based solution, it could also be deployed easily over multiple offices.

Full implementation of Aquarium Claimsbook took place in three stages. Initially a pilot project was established to assess and action key workflows covering online questionnaires, data capture, automatic document generation and a fleet management database.

An unqualified success, the pilot was rolled out to all offices and key users were trained at each location. Full management reporting was implemented to ensure enhanced performance across the business.

Where they are now

Claims Assist UK now handles more claims, more effectively and with fewer people. Claims are processed faster than before and continuity across offices is seamless. The business is significantly more profitable and customer satisfaction has increased.



For more information:

Contact us to learn how we can help you accelerate your success.



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