



## **Zenith implements new accident management system to further improve customer experience Press Release – Released 6<sup>th</sup> September 2018**

ICE InsureTech, part of the Acturis Group, announces that Zenith has successfully implemented ICE Claims.

As the UK's leading independent leasing, fleet management and vehicle outsourcing business, Zenith provides accident management cover to more than 68,000 vehicles. A key business requirement is to deliver an outsourced solution ensuring minimal involvement by their customer's contacts and that drivers are provided with a highly personalised, professional and cohesive service.

As part of Zenith's continued commitment to developing 'best in class' solutions, the business decision was made to replace their in-house accident management system.

Their vision for the new system required:

- delivering an industry leading customer experience;
- a market differentiator;
- greater operational efficiencies by streamlining existing processes;
- a configurable approach which could be adapted to customer specific needs;
- a future-proof upgrade path.

Zenith reviewed the systems that could deliver against their needs and selected the ICE Claims system from ICE InsureTech. This decision was based on its proven highly configurable functionality, a robust solution and implementation experience, endorsed by customer references, and proven case studies.

The project commenced in November 2017 and the implementation was live on target by end of March 2018.

ICE are now working with Zenith to extend their use of the platform including a new integration to CAPS.

Speaking about the implementation, **Ian Thomson**, Head of Accident Management, Zenith said: "With ICE Claims, we have a fully integrated system that proactively supports our service delivery through effective workflow management. The ability to manage a claim through the full lifecycle within the system delivers clear visibility of progression and ownership. We have an excellent partnership with ICE InsureTech that will deliver future-proofed solutions, evolving as our business and the automotive sector changes."

**Lynette Slater**, Client Services Director at ICE InsureTech added: "Both ICE InsureTech and Zenith have similar philosophies – being innovative and passionate, agile and driven – and with this latest implementation of ICE Claims, Zenith now have a platform to support their ambitions and business needs. We look forward to supporting Zenith in delivering against their strategy and growth plans."

### **About Zenith:**

Zenith is the UK's leading independent leasing, fleet management and vehicle outsourcing business. An innovative total mobility provider, it offers a unique proposition for car, van and HGV operators in the UK. For over 25 years the company has been providing outsourced end-to-end vehicle management solutions for mid to large corporates, nationwide. In addition to the core provision, Zenith delivers flexible, innovative and intelligent vehicle-based solutions for all employee populations; specialist LCV and HGV solutions, vehicle rental and salary sacrifice schemes. Tailored experience provides industry-leading levels of customer satisfaction. [www.zenith.co.uk](http://www.zenith.co.uk)

### **About ICE InsureTech:**

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ICE InsureTech, part of the Acturis Group, is a market leading specialist software provider to insurers, MGAs, claims administrators and accident management companies. The ICE products are enterprise-grade modular software solutions for the management and processing of insurance claims, policies, billing and rating, with integrated analytics – comprising ICE Claims, ICE Policy, ICE Billing, ICE Rating, ICE Analytics and ICE Digital. It is a complete end to end solution that can be implemented in very short timescales – delivering immediate benefits to your business. The ICE solution is fully IoT enabled, covering all lines of business, including connected car/telematics and connected property, across both personal and commercial insurance.

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