



## Crash Brokers now web-based and paperless

Crash Brokers is an Auckland-based MV accident management service providing a 24/7 turn-key solution. The firm manages collision repairs from the point of impact through to the day of re-delivery.

This includes pick-up/delivery and replacement late-model cars and vans, and is free of charge to customers. The model links seamlessly with all insurance companies' procedures to ensure a superior service experience for customers and consistent high quality.

Crash Brokers is constantly innovating and improving customer service.

The latest milestone is the launch of a web-based job management system that allows customers, insurance brokers and service providers to access all records relating to each case on-line in real time. This is a significant service enhancement that has improved communication and information flow to customers, increased staff efficiency and eliminated reliance on paper.

After discussing a case with the caller, all pending arrangements are confirmed by email.

The "project" is then entered into the on-line system which sends an automated email-alert to the customer advising log-in/password details.

Crash Brokers staff update all milestones daily so customers know

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as soon as insurance assessing is complete, target completion dates, any subsequent updates and other relevant information. Other files and images can also be attached.

Crash Brokers' Director Karen Knight says a number of software packages were trialled over many months before deciding on

Christchurch based ProWorkFlow.

She says they're delighted with the functionality and robustness of the system, as well as the unlimited technical support provided by ProWorkFlow's Director Julian Stone and his staff.

Knight describes ProWorkFlow as a first-class product that's easy to navigate and intuitive to use - it fully supports Crash Brokers objectives of providing a highly efficient professional service that saves customers time, stress and money.

Knight says collision repair management is a sensible out-sourcing decision as it can be time-consuming and frustrating particularly for SME's that don't have the spare resources to waste on non-productive activities.

Customers seem to agree. The handy link from Crash Brokers to the consumer protection web-site [www.nocowboys.co.nz](http://www.nocowboys.co.nz) shows a 99% satisfaction rating from unsolicited customer feedback - that's pretty hard to beat.