

Enhancing Claims Processing Efficiency in the UK Claims Space with CAPS®

Learn how CAPS puts data control back in the hands of insurance companies, fostering stronger connectivity and data security and integrity in the process.

Claims management continues to be bogged down by inefficient systems and workflows. Traditional systems rely on manual tasks, siloed data, and outdated communication methods, leading to inefficiencies, delays, and increased costs.

The high volume of claims, coupled with the need for coordination between insurers, accident management firms, and bodyshops, often results in errors and miscommunication that then create friction with customers. These issues can strain resources, impact customer satisfaction, and ultimately affect profitability, making it critical for insurance companies to seek more integrated and automated solutions.



CAPS® serves as that solution. CAPS provides a central infrastructure within insurance, accident management, and vehicle repairs, enabling seamless communication and data exchange. With its innovative platform, CAPS simplifies the complex processes involved in claims handling, fostering collaboration and transparency across the industry.

This guide provides an overview of how CAPS is reshaping the landscape and improving outcomes for insurance companies and other stakeholders involved in claims.

What services does CAPS provide?

CAPS was created to help address and support the sheer number of users involved in the claims process. Each business involved may be in a separate yet adjacent industry, so they're bound to have different approaches to data exchange, tech platforms, and general daily operations. These differing systems can lead to major bottlenecks in claims processing.

To reduce turnaround times, costs, and touchpoints in claims, CAPS is designed to facilitate better communication and real-time data transfer. These businesses shouldn't have to rely on phone calls and paper trails just to get work completed.

CAPS connects with any type of business involved in claims, motor insurance, accident management, and repairs. Data sharing and collaboration are instantly improved with these CAPS services:

- **Data security and integrity**
- Connectivity among all stakeholders
- Complete control of how data is used and who can access it
- Scalability to match business growth
- Future-proofing so you can adapt if systems or partners change
- Compliance with data regulations

All businesses involved in vehicle claims can connect in one place, share and receive the latest information, and maintain control and visibility. This means that insurance companies don't have to continue to see data silos and can collaborate in one central location.



The CAPS data philosophy

In everything CAPS provides, it follows the “any to many” data philosophy. This means connectivity is maximised, businesses maintain control of their information, and data integrity is always assured.

CAPS follows the practice that the data you share and receive will never be stored on our servers – unless it's the basic information necessary for proof of delivery or recordkeeping.

That is the CAPS data difference.



CAPS versus competitor platforms

With other claims processing systems out there, insurance companies run into a few common issues. Often, data systems are inefficient, slow, or error-prone. Common challenges with claims management platforms may include:

- Lack of collaboration between stakeholders
- Data silos from multiple touchpoints
- Data errors, including inaccurate information and redundant data
- Difficult and slow for staff members to learn and implement
- Lack of integration with other tools and software
- Poor data security for any stored information

One thing that makes CAPS stand out from other platforms is that it doesn't actually store data. It is solely focused on bringing the parties together to facilitate data exchange. This is a big plus in meeting requirements set by the General Data Protection Regulation (GDPR) across the EU. Not storing data means exposure risks for sensitive information are lower.

CAPS is very easy and intuitive to start using, unlike other data platforms, so there's minimal learning curve, if any. Insurance companies just have to map their data into the system, but the CAPS customer delivery and onboarding teams fully support this process. CAPS then integrates with existing systems so you can start sharing data right away.

Another differentiator is the platform's expansion capabilities. Insurance companies don't have to worry about their platform keeping up if they scale and expand, as CAPS grows right alongside them. CAPS is the tool you need to adapt as fast as the claims industry can change.





Key features and benefits of CAPS for insurance companies

Insurance companies have to communicate with several types of businesses, and that means a lot of data is involved. These other parties may also have differing systems and technologies they prefer to use.

CAPS understands how these processes typically work, and the platform only enhances how you communicate and manage information. Consider these [key benefits for insurance companies](#):

One central communication system

With CAPS, insurance companies depend on a single communication system for the entire network. This means there's no confusion or doubt about where and how collaboration occurs. There's no waiting around for a returned phone call or letter.

Flexible digital claims

CAPS provides options and adaptability resources to match any type of claims need or company type. This level of flexibility is key for a more efficient workflow that is able to respond to whatever comes after an accident occurs.

One source of truth

A major challenge in the world of data is all the disparate sources and platforms that try to connect. With CAPS, companies have a single source of truth, so there is only one place data is updated and shared from. A single source of truth reduces the likelihood of duplicate data, mistakes, and outdated information.



Claim cycle efficiency

CAPS ensures that claims from start to completion are managed and tracked more efficiently, meaning the duration of the process is reduced, as are the **costs involved**. Parties from the driver to the supplier to the insurer to the bodyshop can get in on these time and cost savings.

Security and data integrity

To be useful, data must be both accurate and safeguarded. CAPS facilitates the secure transfer and exchange of information, all while implementing robust security practices to protect information and maintain compliance.

Customer loyalty and satisfaction

Your customers will respond to greater efficiency and stronger data security that CAPS provides. This means your company has a greater chance of building loyal customer relationships, and they will be more satisfied with the overall experience of sorting through the claims process.



Addressing common claims processing pain points

Data quality is a major concern for any type of company. In the world of motor insurance, claims data must be carefully managed to ensure the accuracy and security of sensitive information. If data is vulnerable, inaccurate, or outdated, it doesn't serve its intended purpose properly, and using it can even introduce new errors and roadblocks into workflows.

CAPS not only integrates with other technologies and work systems; it also helps companies ensure data integrity so information is accessed in real-time and data is current and correct. Instead of customers and companies having to spend hours on the phone trying to get information, CAPS reduces wait times and helps eliminate analogue communication methods.



Primary users of CAPS

Your insurance company must work closely with a variety of businesses: manufacturers, part suppliers, bodyshops and repairers, work providers, claims handlers, and network managers. These stakeholders within the claims process are exactly who CAPS is here to serve – anyone who handles a claim.

Each of these parties benefits from CAPS. For example, when a bodyshop receives real-time data about a claim, that's less of a wait time for customers who have questions about their vehicle repairs. The shop can update all parties involved at the same moment through CAPS. In turn, this means bodyshops can improve the customer experience and satisfaction, just like insurance providers.

For suppliers, they don't have to worry about changing to a new system to use CAPS. They can easily share data, work with new partners, and access information faster.

When processes are faster and more efficient, that's a win for every type of business and stakeholder involved in claims.

CAPS integration and implementation

The CAPS integration and implementation processes are designed to seamlessly connect various management systems and claims applications, regardless of the specific software an organisation uses. CAPS allows insurers, bodyshops, and supply chain partners to securely share real-time data, facilitating smoother communication and process flow.

Integration is straightforward because CAPS operates as a neutral, open communication architecture that works across different systems. Once connected, it allows continuous data exchange even if a business decides to change platforms, ensuring that information can be shared efficiently and securely among stakeholders.

How does it work? **CAPS acts as a central hub** for these key components of the claims process:

- **Application layer:** Claims portal where parties can view a dashboard, manage their information, and access self-service solutions
- **Supply chain connectivity:** Salvage, vehicle rental, and parts and consumables
- **Bodyshop layer:** Connecting bodyshops and key claims data

Insurance companies simply map their data into CAPS with the help of the CAPS support team. It's really that simple with no intense training required. Bodyshops don't have to worry about integration, as they just need to sign up for the platform.

Because implementation is so straightforward with the CAPS platform, launch happens quickly, and data management benefits are immediately available. The CAPS onboarding and customer delivery management teams are there to ensure integration and implementation are as smooth as possible.

Impacts of CAPS on insurance companies

Insurance companies can see major improvements to their claims systems after implementing CAPS. And the data is proof: After getting started with CAPS, some insurance providers have seen a 50 percent reduction in operating costs, reduced claim touchpoints to 20 percent, with 80 percent low or no-touch. For repairers, CAPS helped them reduce phone calls by as much as 50 percent.

This is because CAPS significantly reduces friction in the claims process and increases productivity with innovative tools. These businesses improve connectivity, get greater control over what's being done with their data, and ensure complete data security and integrity at each stage of the workflow.



Embracing the CAPS difference for better claims processes

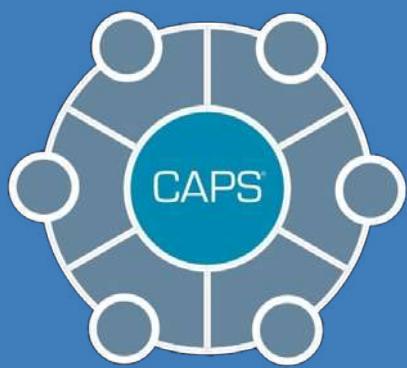
CAPS is revolutionising the claims process for UK insurance companies, providing a streamlined, secure, and efficient method for data exchange across the entire supply chain. Its flexible integration ensures that all parties, from insurers to bodyshops, can communicate seamlessly without needing extensive technical changes or training.

CAPS follows a data philosophy that enables stronger connectivity and ensures all parties have greater visibility to what's going on with a claim.

Through greater transparency and reduced touchpoints, CAPS enables insurance companies to resolve claims faster, improve customer satisfaction, and remain compliant with data regulations. As the insurance landscape evolves, CAPS positions itself as a vital tool for driving operational excellence and future-proofing claims management systems.

Consider getting started with CAPS today for improved claims processing. [**Contact us**](#) to learn more about how our platform can improve your insurance company.





To learn more, visit www.caps.co.uk