

DCL Insurance Camatics Solution

As an insurance underwriter, claims administrator and accounts manager, DCL offers an unparalleled standard of customer care and operational integrity to the insurance industry. Their 'Camatics' system, which combines the best of telematics systems and front-facing cameras, is beneficial for both policyholders and the insurer.

Together with Nationwide Vehicle Assistance's (NWVA) professional vehicle recovery service, they provide significant cost savings for policyholders.

The difference NWVA and DCL's Camatics make to policyholders

A driver of a 44 tonne vehicle was travelling in Pontefract, West Yorkshire when they hit a Railway bridge.

How DCL Camatics supports the insurance claim process

Fortunately, the vehicle was equipped with the fully automated and integrated DCL Camatics. The system monitored the driver's behaviour as well as the environment and circumstances leading up to the incident. Triggered by the impact of the vehicle, the built in system produced 8 images and a dashcam footage video alert which were then automatically sent back to DCL for review by their team.

Receiving an alert from their Camatics platform, DCL was then able to promptly contact Nationwide's 24/7 Vehicle Assistance response centre.



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How Nationwide Vehicle Assistance response results in cost savings

Upon making contact with DCL, NWVA responded swiftly by sending over one of their highly trained incident managers to the scene in just under 30 minutes. Arriving before the police or emergency services, the incident manager was able to arrange for the vehicle to be moved immediately to a secure location specified by the client.

By being the first on the scene, NWVA mitigated the need for unnecessary vehicle movement and storage, which resulted in a cost-saving for both DCL and their policyholder of over 50%.

Nationwide Vehicle Assistance's collision recovery service

Established in 2010, NWVA has been at the forefront of providing end-to-end collision recovery and storage solutions. They provide a bespoke, specialised management service for insurers, vehicle manufacturers and collision after-care businesses.

With years of experience and solid accreditation to back them, they can provide a tailored service to a range of different sectors, enabling cost savings for their clients while enhancing brand value to attract and retain customers.



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