

Reduce Overall Claims with Continuous Driver Risk & Activity Monitoring

The Challenge

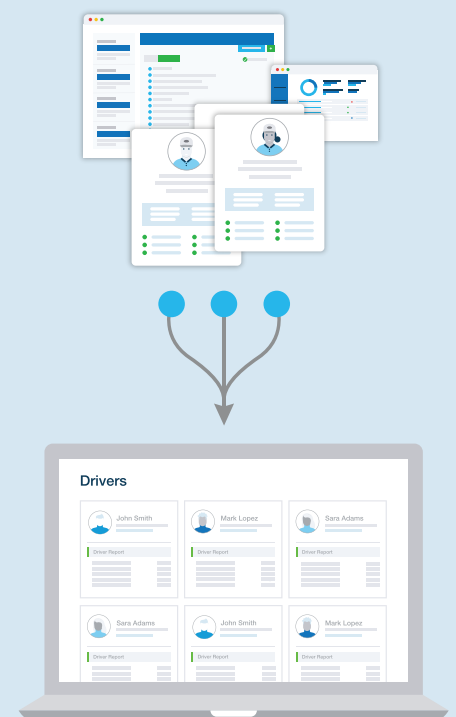
While technology has automated much of the once time-consuming claims management process, many companies still find it challenging to effectively utilize claims data to identify trends that are leading to increased costs. Forward-thinking companies are looking for strategies to tie escalating losses back to specific driving behaviors, identify the most at-risk driver population with ease and implement timely coaching methods in an effort to prevent future losses.

Just imagine the copious amount of data one must sift through for an international, enterprise-level company with tens of thousands of drivers. Over a four-year period, this particular company experienced well over 50,000 claims, many of which exceeded \$50,000. As the demand for delivered goods and services continues to increase, this organization anticipated new driver growth rates for the foreseeable future. Without innovative technology in place to help reconcile disparate data sources into a single risk score profile for their driver base, it was impossible to organize all the data into a digestible and actionable manner. Due to this, they decided to seek outside help to combat and ultimately reduce these rising costs.

Furthermore, traditional methods of managing driver risk, such as pulling and reviewing MVRs and other reports, proved to be a significant bottleneck in productivity. Time spent on these tasks quickly adds up with the average MVR review taking around 20 minutes. A great deal of work occurs after the initial review, including follow-up conversations, audits and required signoffs, further adding to the administrative burden.

AT A GLANCE

- Tens of thousands of drivers
- Averaged over 15,000 claims per year, many of which exceeded \$50,000
- Averaged 20 minutes to review individual MVRs



Take Action on Driver Data to Reduce Costs

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The Solution

In order to get the full picture on each and every driver to better manage driver risk, protect employees and the greater community and implement proactive intervention strategies for at-risk drivers, the company enlisted the help of SambaSafety. Seeing that the majority of the company's crashes did not involve a police officer, therefore these incidents did not appear on a driver's MVR, the company wanted a simple way to track incidents by driver so they could easily identify and take action before a specific driver caused a costly claim.

Furthermore, the company was looking to utilize near real-time data offered through continuous monitoring to identify high-risk driving behavior indicative of future crashes, allowing them to implement proactive coaching sooner, as opposed to reacting to dated violation information discovered through manual MVR pulls.

PREDICTED COST IMPACT

Within the first year of using SambaSafety, we predict this company will save:

1. Over \$500,000 in MVR-related expenses
2. Over \$300,000 as a result of automation efficiencies
3. Millions of dollars from reducing overall claims



Why SambaSafety?

To win this business, SambaSafety was able to clearly show how our comprehensive platform could significantly reduce the administrative burden, simplify and automate the claims management reconciliation process and most importantly, provide necessary, easily digestible data on each and every driver to reduce the likelihood of future crashes and claims.

SambaSafety's platform provides the industry's most complete picture on each and every driver in a company's fleet. With near real-time alerts on violations received both on or off the clock, comprehensive violation history and MVR scoring, crash and claims scoring by individual driver and more, SambaSafety makes it easy to detect and address high-risk driving behavior before a driver causes a claim.

Across SambaSafety's 5,000 customers, we've seen that recent violations serve as a strong predictor for future crashes. For instance, a driver with a major violation is more likely to be involved in a crash within the next 180 days than a driver with a clean MVR. After analyzing and scoring the company's driver base within SambaSafety, our analysts discovered that a significant percentage of those drivers who caused a claim during the four-year period mentioned above had prior major violations and fell in to our "Exception", or high-risk category.

Over half of this company's total claims costs were caused by drivers with high-risk indicators. Claims costs associated with these at-risk drivers were exponentially higher than those from clean drivers. Many of these indicators are behaviors that SambaSafety is proven to impact, including failure to obey, speeding, following too close and more. In fact, one third of the claims over \$50,000 were cause by drivers with these high-risk indicators, meaning they could have been prevented if invention efforts were place prior.

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