



AWARDED BY
Insurance CIO Outlook



Streamlining the Automotive Claims Process



Joe Rector,
Vice President

In the automotive claims space, seamless coordination among stakeholders—from vehicle owners to collision repair shops, insurance providers and other industry professionals—is paramount for ensuring the right decisions are taken during a collision event.

Entegral, a fully owned subsidiary of Enterprise Mobility, a leading provider of mobility solutions with a global fleet of over 2.3 million vehicles, streamlines the ever-growing complexity of the automotive claims process and delivers value to insurers on the mobility side.

Entegral was initially developed to help streamline communications, reduce claims cycle times and automate key operations for Enterprise Mobility's self-insured fleet. Enterprise Mobility launched Entegral in 2019 to provide this same value to industry partners. By testing and deploying solutions internally, Entegral gains firsthand knowledge of industry workflows and challenges, enabling it to deliver market-ready products with immediate value to partners. This distinct advantage positions

the company as a trusted partner for insurers, providing innovative solutions to streamline the automotive claims process for insurers, as well as repair shops and policyholders.

The company offers an integrated and open SaaS platform that serves as a nexus connecting individuals, systems and data within the insurance and automotive claims industry. Through robust data capabilities, it empowers insurance companies to make first-time-right decisions at the moment of loss, which streamlines the claims process, helps reduce indemnity expenses and potentially lowers loss adjustment expenses.

The platform's dedication to data security, as demonstrated by its SOC 2 compliance, provides partners with the confidence that sensitive information will be safeguarded.

"Through our solution, we aim to promote harmony within the automotive claims process, reduce friction, foster innovation and ultimately enhance customer satisfaction," says Joe Rector, vice president of Entegral.

In alignment with its mission, Entegral strives to connect like-minded partners to harness the potential of industry-generated data in its platform for clients' mutual benefit.

The Entegral suite of products offers solutions that seamlessly connect essential service providers—crucial for insurance claims professionals to efficiently handle automobile collision incidents. It serves as a bridge linking tens of thousands

of repair facilities and car rentals with insurance carriers and other relevant partners, facilitating their coordination.

Entegral's Smart Locator and Smart Assist solutions introduce new levels of intelligence to the claims process, enhancing the entire claims journey from the first notice of loss to rental car selection.



We aim to promote harmony within the automotive claims process, reduce friction, foster innovation and ultimately enhance customer satisfaction

Smart Locator enables horizontal integration between service providers, streamlines the flow of information on the platform and reduces complexity and handle time for insurance adjusters.

An additional benefit of Entegral's Smart Assist solution is enabling policyholders to select repair facilities customized to their requirements, reducing the need for intervention from insurance adjusters.

Driven by its commitment to promoting collaborations and innovation aided by data-driven insights, Entegral leads the way in transforming the automotive claims ecosystem, while ensuring a harmonious experience. **IO**