



Blood and Transplant



NHS Blood And Transplant Show Great ROI Using Video Telematics

The NHS Blood and Transplant fleet are seeing amazing Return On Investment using Video Telematics, which helps them defend against insurance claims, lower claim costs and improve driving behaviour.

Challenge

NHS Blood and Transplant manage NHS blood donation services in England and organ donation services across the UK.

They provide many vital services, including collecting and distributing blood, plasma and platelet donations, supporting patients and donors throughout the organ donation process and much more.

They came to VUE looking for a Video Telematics solution that would show clear Return On Investment by helping them effectively defend claims, lowering claim costs and cutting down on claim handling time.

They were also looking for a solution that would help them improve driver behaviour in order to lower accident frequency and reduce the number of future claims.

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Key Challenges

- Wanted to defend claims more effectively, lower claim costs and increase claims handling efficiency
- Large fleet consisting of different types of vehicles

Solution

Their fleet consists of 337 vehicles in total, with 290 vehicles (86%) fitted with a complete Video Telematics solution with VMC8 units, VUE side cameras and a VUE front and VUE rear camera for a complete 360° view of the vehicles.

"I pushed to get vehicle cameras for our fleet as I knew the benefits and Return On Investment that VUE's Video Telematics equipment would provide, and have been really pleased with the results... the Video Telematics equipment more than pays for itself."

"I would rate VUE equipment 10/10 as it never lets us down. We work really well together, and the assistance that we've received from VUE throughout the onboarding process and beyond has been invaluable."

John Lowden, NHS Blood and Transplant

Results

After an incident, the footage recorded by the VMC8 units helps the fleet determine what happened and how to best deal with a claim, such as whether to defend the claim with the footage recorded or admit liability on the odd occasion it is needed. Assessing the footage and using it to defend claims helps them cut down on claim handling time and lowers claim costs.

"Without a doubt, VUE equipment lowers claim costs and increases the efficiency of the claims handling process."

John Lowden, NHS Blood and Transplant

NHS Blood and Transplant also use VMC8 footage to determine how to improve driver behaviour to lower accident frequency and reduce the number of future claims.

"The footage recorded by the VMC8 units is also invaluable as a driver coaching tool. We'll review incident footage to identify how to improve driving behaviour and determine the measures we can put in place to get results such as coaching or mentoring programmes."

John Lowden, NHS Blood and Transplant

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Defending Claims



Rated



out of 10

Lowering Claims Costs

