



## DPD Ireland Save Thousands In Claim Costs With Video Telematics

**DPD Ireland regularly save thousands of Euros in claim costs with VUE Video Telematics; with the footage recorded they effectively defend claims to massively reduce claim payouts and legal fees.**

### Challenge

DPD Ireland are Ireland's largest parcel delivery company with over 35 years of experience. With 33 depots around the country, DPD Ireland handle more than 19 million parcels every year and have a fleet of around 600 vehicles.

They often deal with third parties intentionally trying to cause an accident for a payout, or lie about the damage caused by a minor accident to get higher compensation. DPD Ireland also face claims where the third party was clearly at fault, but accuse their drivers of causing the accident to avoid admitting liability and losing their no-claims bonus.

DPD Ireland came to VUE looking for a Video Telematics system that would show clear ROI by helping them manage and defend claims effectively.

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## Key Challenges

- Defend and manage claims effectively
- Reduce claim costs
- Increase efficiency of claims handling process
- Improve driver behaviour

## Solution

DPD Ireland use Video Telematics to help defend against all claims, and the footage recorded is especially useful for fraudulent claims.

Of the 600 vehicles in the DPD Ireland fleet, 403 (67%) have been fitted with VMC4 units, a forward facing camera, and a VUE driver facing camera.

DPD Ireland also utilised VUEhub, the online gateway to all of VUE's software applications. Currently, DPD Ireland use:

- **VUEconnected** for tracking their fleet live and accessing live and past Video Telematics data.
- **VUEcloud** for easily storing and sharing incident footage and other relevant files with third parties such as insurers and claims teams.

**"We've seen great Return on Investment using VUE's Video Telematics equipment. It has cut claim costs, lowered our insurance premiums and hopefully reduces future claims."**

**Kristine Cassidy**, DPD Ireland

## Results

Since implementing VUE Video Telematics, DPD Ireland have seen a fantastic Return on Investment; improving driver behaviour, effectively defending claims, reducing claims payouts, and saving thousands of euros in legal fees.

After all incidents, DPD Ireland review the Video Telematics footage with their insurer to establish who was at fault. Then, they can determine whether to fight that claim or settle it quickly to save claim costs with Video Telematics.

**"VUE's Video Telematics saves us thousands of Euros in false injury and false damage claim costs with DPD Ireland. Using VUEcloud also increases the efficiency of the claims handling process. The system allows us to receive incident footage and files quickly from DPD Ireland to defend against claims, and is very easy to use."**

**Daniel King**, London Market Portfolio Manager, QBE

By reviewing footage, DPD Ireland can also avoid fighting claims that they would ultimately lose, saving them valuable time and money.

**"Using VUE's Video Telematics, we can save up to €10,000 in legal fees per incident."**

**Kristine Cassidy**, DPD Ireland

