



Total Produce Improve Fleet Safety and Reduce Accident Rates Using Video Telematics

Total Produce has seen fantastic Return On Investment (ROI) using a combination of VUE's Video Telematics equipment and internal procedures committed to improve fleet safety. In just one year, Total Produce has reported a 10% reduction in accidents as a percentage of their fleet.

Challenge

Total Produce are one of the world's largest producers and providers of fresh produce. Operating globally out of 30 countries, Total Produce grow, source, package and distribute over 300 lines of fresh produce to the retail, wholesale and foodservice sectors.

Total Produce came to VUE looking for a Video Telematics system that would help them manage and defend claims, improve driver behaviour and lower accident frequency.

Key Challenges

- Manage and defend claims effectively
- Reduce accident frequency

Solution

In the UK, Total Produce have a fleet of around 350 vehicles with 257 vehicles (73%) currently fitted with VMC4 units, VUE forward cameras, VUE rear cameras and VUE driver facing cameras.

Total Produce use VUEconnected for tracking their fleet live and accessing live and past Video Telematics data. Total Produce combine this with VUEcloud to securely upload and share incident footage and other relevant files to third parties such as claims teams.

"We continue to invest in VUE's Video Telematics because it saves us a lot of time, money and effort in handling claims and really brings down claim costs. It definitely shows great ROI."

Kevin Whiteman

Group Transport Manager at Total Produce

"I'm happy to see the great ROI that Total Produce have shown by using Video Telematics."

Claudia Mason, Claims Manager (Counter Fraud & Casualty) at Protector Insurance [Insurer of Total Produce]

Results

The Total Produce fleet have effectively used VUE's Video Telematics alongside internal procedures committed to improve fleet safety to reduce their accident frequency. In just one year, from 2018 to 2019, they've reported a 10% reduction in accidents as a percentage of their fleet.

"VUE's Video Telematics has been instrumental in reducing our accident rates and claims."

Kevin Whiteman, Total Produce

Total Produce also use Video Telematics to investigate incidents, defend against claims and improve driver behaviour. By using incident footage as evidence, Total Produce can easily defend against fraudulent claims and lower claim costs by avoiding payouts for false injury and false damage claims.

"The VMC4 footage is great for defending claims, especially low velocity impact claims, which lowers claim costs. Using VUEcloud has really assisted the counter fraud claims handling process, which saves us valuable time and money."

Claudia Mason, Protector Insurance

"The ROI we've seen from VUE's Video Telematics system has been fantastic."

Kevin Whiteman, Total Produce

