

PRESS RELEASE

Fleetpool and Openclaims cooperate - focusing on efficiency and enhanced customer-centricity in claims and repair

The market for car subscriptions has developed rapidly in Germany in recent years. Not only because the process has become completely digital, but also because car subscriptions are meeting the needs of the “Netflix generation”. To be well prepared in the event of a claim, the Fleetpool Group, one of the leading car-subscription providers, will start using the Openclaims SaaS platform to digitize claims and repair handling. As Fleetpool operates a wide variety of labels, one of the core focus areas will be the automation and optimization of all different claims and repair journeys for Fleetpool and its customers.

Digital-first customer excellence

Since its launch in 2008, the Fleetpool Group, headquartered in Cologne, has built up a market-leading position as a full-service provider of everything from in-house software solutions to its own logistics concept. The portfolio includes the B2C/B2B brand like2drive, which is open to all customers and car brands, and eazycars - particularly attractive for larger companies that rely on company cars as a motivational model. In addition, there are cooperations with car manufacturers with the brands CONQAR for SEAT, KINTO Flex for Toyota, and Ford Auto Abo with complete dealer integration via their own dealer management system. Since October 2021, Fleetpool has been fully owned by the leading international mobility provider ALD Automotive SA.

By using the Openclaims SaaS platform, Fleetpool is able to automate a large part of the currently manual steps in claims and repair handling. This also includes the intelligent and self-learning distribution of damaged vehicles to the body shop that is best suited for the repair. The Openclaims SaaS platform allows Fleetpool to provide its customers with excellent and innovative customer journeys throughout their entire claims and repair process and to do so across all labels in their label-specific branding.



Christian Reuther, Director Insurance and Claims at Fleetpool Group: “With Openclaims, we have found the innovative partner we were looking for to take the next step in implementing our vision of digital mobility solutions. The Openclaims SaaS platform offers a high degree of scalability and flexibility. It allows us to precisely map all individual expectations of our customers, our own labels, and our partners and to realize these expectations in the further processes. By implementing the Openclaims platform, we expect to increase cost efficiency in claims and repair management while increasing customer satisfaction by offering premium customer journeys.”

Openclaims is very pleased to bring in the German and extremely innovative-minded customer on its SaaS platform. “Providing seamless, digital processes for customers and employees is deeply ingrained in Fleetpool’s DNA. This aligns perfectly with our vision, and we therefore believe that there is a great match between our companies and that the partnership has enormous potential.” Says Michael Manten, Country Manager Germany at Openclaims.

www.openclaims.com

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Note to the editor

About Openclaims

Openclaims offers a Software-as-a-Service (“SaaS”) solution to customers in the fleet, insurance, and OEM sector. The Openclaims platform provides an end-to-end solution enabling customers to design touchless backend processes, organize digital customer journeys and set up data-driven distribution of vehicle repair. This results in top-quality repair, control of repair costs, lower process costs, and maximum customer satisfaction. *More information:* www.openclaims.com

About Fleetpool GmbH

The Fleetpool Group, based in Cologne, Germany, has been a provider of car subscription services since 2008. The industry pioneer has built up its market-leading position as a full-service provider with its own brands and co-branded partner solutions - with a 360-degree approach from in-house software development to its own logistics concept, Fleetpool covers the entire value chain of the mobility offering. The portfolio includes brands such as like2drive (B2C) and eazycars (B2B2E) as well as cooperatjõns with car manufacturers and other partners, including CONQAR for SEAT, KINTO Flex for Toyota, Jaguar & Land Rover SUBSCRIBE, Shell Recharge Auto Abo and Ford Auto Abo. Since October 2021, Fleetpool is fully owned by the leading international mobility provider ALD Automotive SA. *More information:* www.fleetpool.de

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