

Calamp introduces automated accident response service to improve claims handling



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Telematics software provider, Calamp, has developed a vehicle risk management service to provide insurers with automated accident reconstruction and predictive vehicle damage assessment.

The Crashboxx technology is a vehicle risk management service that uses accident data to provide analysis of crash events in real time and data analytics for more accurate post-incident response.

The service's predictive physical damage capability helps determine whether the vehicle is irreparable, enabling insurers to avoid costs associated with potentially unnecessary procedures. Crashboxx uses IoT intelligence to provide insight into accident data within minutes of the incident via a web portal, cutting down the time it takes to handle a claim.

Peter Byrne, vice president of Calamp said: “The Predictive Physical Damage analysis is available on our web portal, within a minute of the crash event.

“Adjusters and claims handlers can access the analysis there. Also, within the Instant Crash Alert application, there are hyperlinks, which when clicked, open the relevant page on the Crashboxx portal. This allows the adjuster or claims handler to access the file, immediately, even when away from their desk.”

The [telematics data](#) gleaned from the Crashboxx system can be used to combat fraud due to the events being captured in real time.

“All crash events are captured, including location, date and time stamp,” said Byrne.

“This enables the insurer to easily compare the submitted claim against the machine generated record of what happened.”

