



Accidents happen

Be ready to help your customers when they need you the most.

Deliver more seamless, end-to-end post-collision services with LexisNexis® Collision Intelligence

LexisNexis Collision Intelligence is a modular platform that is configurable to support each automaker's unique post-collision customer journey. With Collision Intelligence, you will be better prepared to help your customers easily access the services they need to get their vehicles properly repaired and claims quickly resolved following an accident.

The Collision Intelligence platform holistically manages the data flows between your designated partners and leverages LexisNexis data prefill capabilities in order to provide a branded and more personalized experience while helping to streamline the complex ecosystem that supports customer and vehicle needs after a collision. These needs include understanding collision details, post-collision transportation, towing support, damage estimates, parts procurement, finding certified repair shops, simplifying the claims process and more.

Specifically, Collision Intelligence helps you:

- **Increase brand loyalty** by making it easier for your customers to get their vehicles repaired through automaker-certified repair shops, thus helping to ensure quality parts and repair.
- **Improve partner management and control** by bringing your chosen network of partners under one umbrella (including towing and part procurement vendors, repair estimating software providers and alternative transportation providers).
- **Solidify relationships with insurers** by providing them with timely and crucial information so they can proactively contact their customers and resolve claims quickly. Create opportunities to leverage post collision data with insurers.
- **Expand and enhance customer support services** by more seamlessly delivering access to post-collision services, which are configurable to meet your customers' needs.

Help when your customers need it, from accident to repair to claim

When an accident occurs, the Collision Intelligence platform can help you better support your customer in a variety of ways, depending on your preferences. The Collision Intelligence platform facilitates assistance with the customer's immediate needs such as locating a nearby certified repair network shop and a tow service to tow their vehicle from the scene of the accident. The platform will also receive customer response data such as customer-reported details about the incident. Access to collision data early in the process can lead to more meaningful, proactive contact with the customer and help accelerate the repair process.

Key features

- **Captures, normalizes and stores accident data** from multiple sources such as connected car data, call center data or self-reported by your customer.
- **Supports your desired customer journey through a configurable, branded platform** while assisting the customer in collecting details that will provide enhanced context to an insurer in the event of a claim.
- **Optimizes prefill capabilities** to streamline and simplify processing, thereby helping to improve the customer experience.
- **Through this single foundation**, Collision Intelligence assists with managing multiple preferred collision network relationships to provide better support to connected services customers.



For more information on LexisNexis® Collision Intelligence please contact us at USConnectedCar@lexisnexisrisk.com

About LexisNexis Risk Solutions

LexisNexis® Risk Solutions harnesses the power of data and advanced analytics to provide insights that help businesses and governmental entities reduce risk and improve decisions to benefit people around the globe. We provide data and technology solutions for a wide range of industries including insurance, financial services, healthcare and government. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of RELX (LSE: REL/NYSE: RELX), a global provider of information-based analytics and decision tools for professional and business customers. For more information, please visit www.risk.lexisnexis.com and www.relx.com.

Benefits

- Gain greater value from your vendor relationships through a fully configurable platform, rather than a turnkey solution.
- Feel confident that data is being managed by a global leader in big data and advanced analytics.
- Increase customer satisfaction by simplifying the post-collision process and making the insurance claims process easier for your customer.

The LexisNexis Collision Intelligence platform can help deliver detailed vehicle and telematics-driven incident data directly to insurers, promoting a smoother transition from your collision support program to a carrier's auto claims workflow and providing your customer a quicker, more seamless repair process and better overall post-collision experience. This data-sharing capability also creates data monetization opportunities.

Provide peace of mind for your customers during a stressful time with post-collision support from LexisNexis Risk Solutions.