

NATIONAL GRID AWARDS TOTAL ACCIDENT MANAGEMENT WITH THREE YEAR INCIDENT MANAGEMENT SERVICES CONTRACT

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- Total appointed as sole motor vehicle incident management services provider
- Contract includes managing repairs, hire vehicles and glass repair and replacement
- Drivers report incidents in real time through Total's App

National Grid has appointed Total Accident Management as the sole supplier of motor vehicle incident management services across its 6,200 strong fleet of cars (2,900) and light commercials (3,300) up to 7.5 tonnes.

The three year contract will see Total provide a complete incident and claims management service to include managing repairs, hire vehicles, glass repair and replacement.

Once the contract is fully live Total will also implement its mobile repair service and work with National Grid to identify other cost saving initiatives.

To help speed up the incident reporting across the fleet, all mobile phone users will receive access to Total's App which enables drivers to report incidents in real time.

At the heart of the contract will be the use of e-Point, which is Total's online reporting tool which National Grid and its Uninsured Loss Recovery supplier will use to access detailed reporting on each incident.

"We have an important role at National Grid connecting people to the energy they need safely and securely. Our fleet plays an important part in this, whether it's responding to gas emergencies or transporting our people involved in maintaining and upgrading our gas and electricity assets. It's important that we have a healthy, roadworthy fleet and our people are safe behind the wheel," said Mike Palmer Category Manager – Fleet at National Grid.

"Total was successful in winning the contract because of the systems and practices it has, which we felt would help reduce 'off the road' times, keep repair costs under control and ultimately help us limit the risk for our drivers. We have bespoke vehicle requirements and Total gave us confidence its repairer networks can manage all of our car and commercial vehicle needs."

"National Grid runs an extremely efficient fleet operation and we look forward to providing an efficient and effective claims management service across its nationwide fleet," said Penny Stoolman, managing director of Total Accident Management.

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