Intelligent Solutions: how SYNETIQ protects property and reputation efficiently

With one of the industry's largest fleets of vehicle transporters, SYNETIQ collects thousands of vehicles every week. Keeping track of vehicles and their contents is imperative, so SYNETIQ has designed several processes to protect the property of its clients and their customers.

The process begins at the point of collection. On arrival, the SYNETIQ driver takes at least 12 photos of each vehicle, documenting the condition inside and out and recording any damage. The contents of each vehicle are also photographed, with any belongings being returned to the policy holder once the vehicle reaches a SYNETIQ site.

The process of using PDAs and imaging vehicles upon collection is nothing new; it's been in use by SYNETIQs teams for over 10 years. But thanks to evolving technology, the way drivers capture and store information is improving all the time. The development of PDA technology has revolutionised this operation; the data captured by drivers is stored in a controlled way, meeting GDPR requirements. Information gathered is visible in real time within SYNETIQs Frontier & VISTA salvage management portals, so SYNETIQ and clients can view vehicles immediately, speeding up processing and reducing claim lifecycles. Portals link to various third-party companies such as Haynes, Audatex, Glass, CAP, ClaimCenter,

MIAFTR, DVLA and Experian to automate many processes that are usually done as part of a manual process.

PDAs are also used onsite so further images and data can be swiftly updated once vehicles reach SYNETIQ. This helps the wider team to locate vehicles, control workflow and communicate instructions of the process required depending on the vehicle and contract.

SYNETIQ also has a 'Bridge the Gap' app, where clients can receive an automated quote for vehicles which are lightly damaged or fall out of usual contract terms. The auto-bridge function is designed to help insurers reach an agreement for total loss where necessary. Some vehicles may not meet the auto-bridge criteria, so clients simply upload the details to a portal, where each case is reviewed and responded to within an hour.

When dismantling, SYNETIQ technicians use a bespoke app to photograph and barcode all parts which are suitable for resale, updating the inventory in the process. Vehicles and parts are racked, with the location stored so forklift truck drivers can easily locate stock using their own PDAs. Touch Screen Dismantling/Packaging systems further maximise the use of devices, helping colleagues locate, pick and package parts before shipping. Once a vehicle is depolluted and all parts are removed the vehicle will be baled, and a certificate of destruction can be generated. The use of technology helps SYNETIQ exceed the recycling target of 95% set by the EU in the ELV Directive.

SYNETIQs dedicated software development team is based in Edinburgh and is constantly improving ways of working. Significant recent projects include a brand-new auction platform which links up with existing processes. Launched in November 2019, the platform is utilised by most of the UK's leading salvage agents.

The next 12 months will be exciting; SYNETIQ will continue to lead the salvage and dismantling industry, with many new technological developments in the pipeline. The use of technology is helping SYNETIQ develop more efficient processes in all areas of the business. The team is always looking to enhance the sharing of information between clients, customers and colleagues - whilst continuing to protect personal data and reputation.