Copart speeds up total loss process for insurers with launch of new app

Leading online vehicle remarketing company Copart UK has launched a new mobile Transportation App which will significantly improve the speed of total loss decision-making for its insurance customers.

Developed in conjunction with Copart's technical innovation teams in the US, the new app provides over 200 Copart Drivers with the ability to digitally record, at point of pick up, critical vehicle information and images, and send this data instantly into the decision-making process.

With seamless integration into Copart's popular Seller Site platform, insurance customers will be proactively alerted of vehicle collection, and of how they can use the data in damage assessment and engineering to ultimately make the most appropriate total loss decision even more rapidly.

Copart UK's Director of Operations Centres, Transport & Engineering, Phil Briggs, said the new technology was already making an impact following a UK wide roll-out across 15 Copart Operations Centres.

"With our drivers now able to use the new app-guided imaging in conjunction with its vehicle recording functionality, we have seen instances where decisions are already in progress before the vehicle has completed its journey to our Operations Centre," he said.

"The new app is also providing a new level of confidence to insurance customers' policy holders. With instant imaging comes the instant re-assurance that that the vehicle condition has been logged accurately, in a fully GDPR compliant manner, and processed within a digitally secure environment."

Given Copart's collection capability is UK wide and includes a fleet of over 200 vehicles, logistical improvements were also a key driver for the app's introduction. Dynamic job deployment, real-time routing and process efficiencies are all major benefits of the app roll-out, translating directly to customer cost efficiencies and cycle time reductions.

Copart UK's IT Director, Iain Wells, added: "Cutting edge tech is in our DNA at Copart, it always has been since we led the way in internet auctions two decades ago. The launch of our Transportation App is just one of a range of market leading technology projects we are working on and we are continuously enhancing our offering by leveraging the very best of technologies available."

Notes to editors:

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Copart UK was established in 2007 and handles over 400,000 vehicles each year through online auctions for a variety of customers including finance companies, banks, dealers, fleets, rental car companies and the insurance industry; as well as franchised, independent and wholesale motor traders.

Members can choose salvage and non-salvage vehicles including agricultural and plant, HGVs, commercial vehicles, motorcycles and more; with thousands of vehicles available to bid on each day.

Copart was founded in the USA in 1982; and has locations throughout Asia, North and South America, the Middle East and Europe, including 16 locations across the UK. Copart is listed on NASDAQ and is a member of Standard and Poor's 500 index.

In 2015, Copart was ranked at the top of Deloitte's "The Exceptional 100" list of companies.

In 2019, Copart UK was awarded with the prestigious CCA Global Standard Accreditation by the Customer Contact Association.