An interview with

# *Denis Svilicic*

RAC | Claims Manager

At RAC, we endeavour to make the relationship or the transaction between ourselves and the supplier as efficient as possible, while maintaining great services for the benefit of our members.

### *The growth and transformation strategy*

RAC Insurance has experienced significant growth over the past few years, which has challenged us to improve our efficiency and not only to maintain, but to further enhance the member experience. Our partnership with Arnie has provided a platform which supports our aim to not only meet but exceed our members' expectations.

### *Working with Arnie*

RAC have been working with Arnie for 12 years and in that time, we have seen the functionalities develop from what was a paper based assessing process to a digital B2B platform. Over time we have invested in and seen the technology grow to become a workflow solution for our operations which has included expanding to other claims operational functions. The benefits and insights gained from a structured environment to capture information has provided data to assist us with making informed decisions to monitor and manage outcomes.

*Recent Activities*

RAC has recently leveraged Arnie's flexibility to create a workflow environment for a third party supplier to assist with mobility solutions for our members post a Total Loss experience. Feedback from our members has been very positive. The second initiative that was delivered included a hire car booking process which connected our repairers with our partnered supplier to create the end to end booking facility and remove that function from the claims handler.

*Measurable outcomes*

Despite RAC's claim volumes increasing over the past 10 years, we've seen a reduction in operational expenditure to manage the claims as a result of embedding a technological solution within the Motor Assessing department.  The environment that has been created has provided us the ability to store information which includes 2.2 million units of images, parts data information, labour and paint costings which enables transparency within an aggregated environment as well as audit capability. We have seen examples of claims which traditionally took days to settle to now settling on the same day.

*RAC Insurance and Arnie are planning for the AI/ML future*

RAC's vision of future evolution in B2B technology is to leverage Machine Learning and Artificial Intelligence from the existing metadata stored within the system. Our working relationship with Arnie has assisted in supporting RAC to deliver on our promise to provide benefits back to our members.