



## CASE STUDY





## About Accident Exchange - AX

Accident Exchange - AX , offer a range of services designed to support drivers following road traffic accidents helping drivers navigate the complexities of post-accident procedures and getting them back on the road as efficiently and quickly as possible.

Their services include:

- Providing replacement vehicles
- Organising repairs with approved repairers
- Assisting in the recovery of losses
- Credit hire and fleet management services for dealerships, insurers, and brokers, ensuring a tailored journey for customers
- Telematics and covert tracking solutions



AX were experiencing significant process inefficiencies as a result of the disparate systems they were using across their 4 legal entities for ERP & HR. Running 2 finance platforms, Sage & Sun, concurrently, together with 2 HR platforms presented challenges with:

- Data inaccuracies
- Different Accounting Standards
- A lack of data insight
- A heavy reliance on the use of Excel spreadsheets and
- Time consuming consolidation of data in excel and manual reporting
- Lack of integration with stock management

## The Solution

To address these issues, Inciper proposed a technology solution roadmap which included the implementation of D365 Finance, D365 HR, Power Platform & a Data & Analytics platform – Power BI.

The first phase was aimed at modernising their solution ecosystem, to build a solid foundation upon which their business could drive greater efficiency and data insight.

The adoption and implementation of a proprietary Dynamics solution with bolt on capability of the Power Platform & data analytics solution, Power BI, has enabled AX to:

- Consolidate their ERP platforms across the estate
- Move from on-premises solution to cloud-based solution to modernise technology landscape

In time, the improvements are expected to deliver data consistency to enable AX to become more data driven, informing decision making and reducing manual inefficient reporting by the automation of data between their claim management platform and other third-party systems.

## Conclusion

With Inciper's help, AX have built a foundation upon which the business can scale and develop the solution to drive further efficiencies and incremental process change.

“The Dynamics implementation and data migration has delivered a platform with significant capabilities which will support future process efficiencies and enable improved decision making through the availability and analysis of both financial and HR data.”

**Graham Cobb**  
Chief Information Officer

