



Kindertons
Group

A REG Technologies Case Study

REG spoke to Hilary Robberts, Senior Administrator, at Kindertons about their choice to subscribe to REG and their experiences as an ongoing customer.

About Kindertons

With nearly 30 years' experience, Kindertons Accident Management is a market-leading service provider of full accident management, insurance and mobility solutions to the UK motor and insurance industry. Kindertons are a trusted partner to a wide range of valued customers from insurers, MGAs, high street brokers and other accident management companies; to body shops, fleets and automotive dealership sites. Their proposition is to provide an expert, seamless and efficient service to every customer, every time.

The Challenge

Elongated

Processes

Time

Consuming

Countless

Data Siloes

Obselete

Due Diligence

"It just was a **longer process** because we would need to go into Creditsafe, Companies House, ICO and the FCA separately; which was obviously **time consuming**"

Kindertons approached REG to improve their due diligence of their trading partners. Historically, initial onboarding of counterparties would involve manual due diligence checks to screen against basic regulatory requirements. Data was extracted from numerous siloes and suppliers, which was a tiresome and lengthy process. Kindertons estimate the process took an **average of 30 minutes**, simply to assimilate the information needed to make a trading decision.

Monitoring of relationships would then be conducted manually and periodically, providing little to no reassurance of risk control. If adversaries in the market were to occur surrounding a business relationship, including changes to credit scores, sanctions, insolvencies or unfavourable filings or news, Kindertons would only be made aware once they had completed scheduled compliance checks. Given the volatility of the economy it was challenging to make assured decisions based on non-current data, whereas a business failure in the supply chain would have undoubtedly caused significant reputational and financial damage.

Kindertons identified that existing processes were hindering their desire to enter relationships quickly and have oversight ongoing. They required a compliance management system that gave them confidence.

The REG Network provides Kindertons with a robust compliance management tool. Verifiable decisions based on accurate and real-time data are able to be made through viewing the holistic profiles of trading partners. Data is automatically pulled from the various different siloes Kindertons had to manually check before, into one centralised database. The process of vetting partners has dramatically decreased, from around half an hour per company, to **less than 5 minutes** when analysing the data provided centrally by REG. Kindertons affirm how **"it's just a case of load the connection and it's all there."**

Adverse changes to trading companies or affiliated individuals are now easily identified. Automatic alerts are sent straight to users' inboxes, notifying Kindertons of any activity changes and unfavourable news. 24/7 synchronous screening ensures a greater control of risks associated with counterparties. This allows Kindertons to make more informed and trusted decisions on business relationships and gives them comfort in knowing they are working in adherence to compliance obligations.

The reliability the REG Network brings by accurately and instantaneously reporting on current data, ensures robust control that impresses Kindertons' board members when enquiring about monitoring processes.

Automated

Surveillance

Robust

Compliance

Complete

Oversight

Reliable

Data

"It's **sped up the process**, especially when it comes to onboarding people, because we've obviously got our due diligence to go through and **everything's there** and so much quicker"

Benefits

Trusted

System

Risk-Averse

Decisions

Accelerated

Working

Instant

Decision
Making

Although Kindertons would echo common benefits of using the REG Network, such as automation, risk mitigation and increased compliance confidence, the **main benefit for them is timesaving**. The speed of due diligence checks has ensured partners are onboarded swiftly, enhancing the customer journey and experience, whilst also providing Kindertons with absolute certainty that they are conducting business with trusted parties.

Kindertons have also advocated the intelligence and trustiness of the system to their body shop partners, who are implementing plans to expand the usage within their organisation to strengthen compliance throughout their whole supply chain.

For Kindertons, their primary usage of the system is to conduct due diligence checks. However, they would like to advance their usage to start issuing TOBAs, exchanging documents, and managing tasks. Current task management and planning is all organised via manual spreadsheets, so the transfer to REG's task management system is something Kindertons insist they need to start utilising to ensure they keep on top of internal compliance deadlines.

When approached by competitors, Kindertons expressed how the REG system is an all-encompassing, more affordable and diligent tool, that has been adopted as the company's primary compliance management solution.

"The **board is happy** with
what we're doing"

Customer Relationship

The onboarding experience was seamless and straightforward. A positive customer relationship has been maintained throughout their journey with REG. Kindertons are pleased that the Customer Success Manager (CSM) is always on hand to assist with any queries in a prompt and timely manner.

Through complementary customer training, Kindertons have easily been able to train further members of their internal team on the REG Network, to ensure the necessary staff have full understanding of the functionality of the platform.

Kindertons are also regular attendees of REG's monthly Customer Webinars, which have also been hugely beneficial to their team regarding awareness of new features and more in-depth training on certain functions. When members of the board required a demonstration of the platform, Kindertons' CSM was happy to provide this, which was hugely appreciated.

The sentiments expressed by Kindertons regarding the REG Network have subsequently led to the advocacy of REG as a trusted compliance management tool to other players in the insurance market.



"Everybody's **picked it up fairly easy**. It's not too complicated a system. The training is always there **whenever we need it.**"

Hilary Robberts
Senior Administrator