

TPAs • UNITY CLAIMS

The Administrative Time Hiding in Every Claim

A claims management firm in Australia priced the minutes its team spent on each claim for a fleet client, found 35 that did not need to be there, and rebuilt the routine around the 10 that did.

THE CLIENT, NAMED

Unity Claims, fleet and hire-car claims management in Australia

THE SEAT

TPAs

RUNS ON

VCA ClaimsCore

ON THE RECORD

Figure published. Return within a year

THE RESULT

BEFORE

45

AFTER

10

Time to process a claim (minutes)

From VCA's Unity Claims case study, under "Slashing a 45-Minute Process to 10 Minutes".

Once we saw the assessment, we knew we had to upgrade. It was shocking to see the cost of all the time we were wasting.

Shane Hunter, IT Director, Unity Claims

THE OPERATION

Claims Managed for a Fleet

Unity Claims, based in East Perth, Western Australia, manages claims in the accident repair industry for fleet and hire-car clients. It came to VCA in 2017 to manage claims for an enterprise fleet client.

In 2021 its new IT director, Shane Hunter, ran an ROI assessment with VCA's Client Services team. It priced the extra minutes at roughly 18,000 hours a year.

One client, enterprise scale

Every minute multiplied into thousands of hours.

Data checked by hand

Customer details validated by querying databases.

Unconnected systems

Workarounds between VCA and other tools.

WHAT CHANGED

The routine got smaller

01

The condition

The platform as delivered, customer data validated by hand, and 35 minutes a claim the work did not need.

02

The change

VCA's Enterprise platform, configured for the fleet, with data verification automated and the API connected to Unity's other systems.

03

What it left

A 10-minute claim, then a driver app on a custom VCA API endpoint that starts the claim from the road.

INSIDE VCA CLAIMSCORE

What ClaimsCore takes off the desk

The case study names the API and the automated data check, not a module list, so this document names VCA ClaimsCore only. Each of these is part of the platform on its own.

- ✓ **Assignment by rule.** Claims route by loss location, adjuster workload or client, with reminders and calendar entries generated automatically.
- ✓ **Stages and rules the firm defines.** Rules trigger routine messages and notes as a claim moves, with a live status monitor across every desk.
- ✓ **Letters that fill from the claim.** Word-based letters and reports fill from the claim. Email goes out through the firm's own mail server and is logged to it.
- ✓ **Changed without code.** Fields, rules, workflows and templates change in a no-code admin console, so the routine stays the firm's own.

WHAT CAME NEXT

Unity built a driver app on a custom VCA API endpoint that fills in vehicle and driver details, and the case study reports a return on the investment within one year.

HOW THIS STORY IS SOURCED

Unity Claims is named because VCA's published case study names it and quotes its IT director. The figure is the case study's own, with nothing rounded or converted, and the source gives no claim count, headcount or module list. Unity Claims Management, a US adjusting firm that renewed with VCA in 2026, is a separate company.

Bring us a claim where the promise was hard to keep

Bring the clients you manage claims for and the routine your team runs today, and we'll show you where ClaimsCore takes the minutes out.

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