



MEET NEIL SALTERS, ESQ.

VCA SOFTWARE FREQUENT-FLYER

Industry claims leader, Neil Salters, has trusted VCA Software for more than 10 years. In fact, he has implemented the VCA claims platform at four different organizations – two subrogation companies and two claims operations. He’s also recommended VCA to several industry colleagues. Neil presently uses VCA Software at Trailblazers Insurance Company, where he is the Executive VP of Claims.

Q: Why is VCA Software your go-to system?

Neil: The fact that I’ve been able to use VCA in so many ways, with so many organizations, with claims teams working both in the office and entirely remote, really shows the versatility of the VCA platform. VCA’s ability to customize their system, and to meet all the diverse needs that I have had over the years, is one of the things that really sets them apart. Many companies say they can customize to meet your needs, but in reality, they either can’t – or they charge so much for the customization that it’s not worth it. That’s not the case at VCA. VCA always gets your customization done right, and usually it’s done very cost-effectively.

Q: What about their service? Does the VCA team take care of your needs?

Neil: I trust VCA’s team implicitly. Over the years, I’ve had multiple primary contacts at VCA, and I’ve considered each one to be a friend. They listen well and come up with great solutions. In fact, I’ve never had a challenge they didn’t solve, and I’ve brought them some interesting things. They’ve built numerous unique add-ons to support our claims and subrogation processes. It’s just remarkable!

Q: Do your file handlers like the VCA platform?

Neil: Another reason I keep coming back to VCA is ease of use. One of the biggest challenges all companies have is teaching new people how to work within their platforms. This is not a challenge with VCA Software. VCA is so easy to use that we can give new employees a login and a 20-minute overview and tell them to play with it, and that’s all it takes. It’s so intuitive.

Q: How would you rate VCA’s reporting capabilities?

Neil: From an executive perspective, VCA’s ability to run reports is unmatched. Both standardized and custom queries are simple. In fact, I had an unusual question an hour ago – I ran a custom query in five minutes that answered the question.

Q: What would you say to those who are considering VCA?

Neil: Working with VCA is really a pleasure. I can count on the people and system to be there for my team. It’s plug and play. I never have to worry. I highly recommend the VCA Software platform.