

# Press Release

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## NOVUM cooperates with Carglass® Austria

### Vehicle glass repairer connected to the Vportal

**Vienna, 28.07.2016: NOVUM ccServices GmbH announces that the Austrian service provider Carglass® has been connected to the Vportal insurance platform. Smooth communication between insurance broker, insurance company and service provider via a uniform platform in Austria is now ensured for the first time ever.**

Vportal is a portal that not only facilitates the exchange of data between insurer and broker, but also involves the end customer and service provider in the communication process. The data exchange between the different market players simplifies the recording of claims, accelerates communication and facilitates the claims procedure for all involved. Reports of claims refer to the insurance lines of motor vehicle, property, accident and third party. In the event of a claim, all parties are given fast and simple access to the information they require for their business processes. Service quality and customer satisfaction are increased. An important feature of the portal is its high standard of security with encrypted data transfer. Data are protected by professional user management. Vportal is available online at all times and everywhere.

Carglass® Austria operates 14 Service Centres for the repair and replacement of vehicle glass throughout Austria and steadfastly pursues a policy of high service quality for its customers. The connection of Carglass® to the Vportal provides it automatically with information on the claims of its customers who have registered in advance for claims to be handled by the company. This permits Carglass® to provide its customers immediately with a quote for repair or replacement and coordinate appointments throughout Austria. A smooth claims settlement process brings in all parties concerned and achieves a direct and fast settlement for customers.

*“Vportal has now already developed into an important communication platform in the Austrian insurance industry”, explains Michael Ujcik, Branch Manager of NOVUM in Vienna. “The more market players participate in Vportal – be they insurers, brokers, repair companies or other service providers – the more advantages will result for the individual parties.”*

The incorporation of further cooperation partners into Vportal is in the pipeline. This will make the range of services even more varied. Open interfaces permit connection to any system. Costs of the portal are charged on the basis of completed transactions.

## Carglass® Austria GmbH

Carglass® is the world's leading vehicle glass specialist. With numerous stations and mobile units, Carglass® is represented across the globe. Carglass® Austria currently operates fourteen Service Centres in Austria. Carglass® customers benefit from a fast and professional repair in the Service Centres or by the Carglass® mobile service. Carglass® works closely with a number of insurance companies to guarantee smooth claims management for its customers.

## NOVUM Gesellschaft für Unternehmensberatung, Systementwicklung und Informationsmanagement mbH

NOVUM GmbH was founded in 1993 and has more than 20 years of experience in developing and implementing core applications in a large number of insurance and financial sectors. The Nuremberg-based NOVUM Group currently has subsidiaries in Cologne, Vienna, Maribor and Zürich with more than 150 employees. With revenue of € 25 million, the NOVUM Group is one of the most innovative and fastest growing ISVs in the insurance industry.

Based on the V'ger Enterprise software platform, NOVUM develops individual solutions as well as standard software for insurers and financial service providers. V'ger offers comprehensive modules for property and life insurance classes, including management of portfolios, claims/payments, collections, partners and commissions.



**Manfred Buxbaum, Key Account Manager at Carglass Austria and Michael Ujcik, Branch Manager of NOVUM GmbH, Vienna** (@Tom Zonyga/ATGRAPHIX)

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