

How Athlon improves customer experience and reduces administrative claims workload with Claims Manager



Introducing Athlon

Athlon is an international leasing company and well known as a pioneer in innovative, sustainable and cost-efficient mobility solutions. Athlon is part of Mercedes-Benz Group AG.

The challenge

Athlon turned to Openclaims to:

- ✓ Improve the customer experience of their claims and repair processes;
- ✓ Lower their manual administrative claims workload;
- ✓ Improve the cooperation between process stakeholders.

Solution: Openclaims' Claims Manager

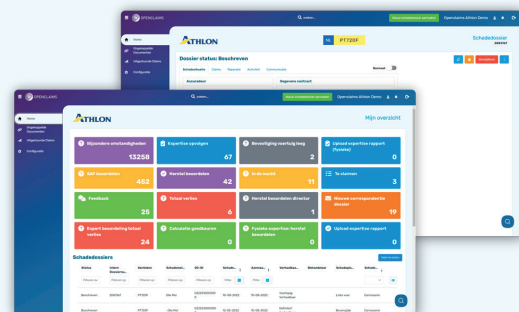
With the use of Claims Manager, Athlon is able to offer a world-class digital-first customer journey and offer highly automated claims handling for all stakeholders involved.

Seamless implementation

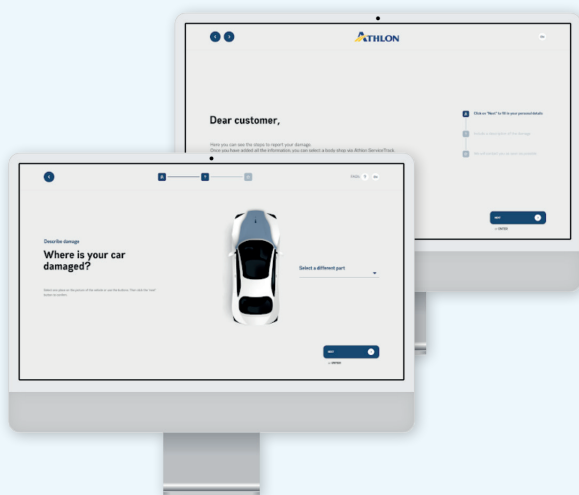
- ✓ Fully integrated with the existing IT stack, and all process stakeholders;
- ✓ Based on the specific Athlon way of working, with the benefits of automation.

Clear results

- ✓ Improved customer experience: Customers are helped faster and more efficient throughout one platform
- ✓ Less manual actions: Significant improvements in employee productivity
- ✓ Full grip on claims: Perfect insight into claims process performance and possible improvements



“We are pleased that our customer satisfaction has increased enormously with Openclaims’ Claims Manager. Next to that, our administrative workload was lowered, which makes us more efficient.”



Looking ahead

In the (near) future, Athlon will further improve its customer experience and efficiency by onboarding even more processes on the platform. The goal is to have an end-to-end process for damages and claims. That’s also why, for instance, roadside assistance will be part of it. Athlon’s ambition is to help customers faster, better and smoother, because damaging your car isn’t fun in itself, so they want to make solving it as easy as possible for their drivers.

In their words

“We are pleased that our customer satisfaction has increased enormously with Openclaims’ Claims Manager. Next to that, our administrative workload was lowered, which makes us more efficient. This means we are able to help our customers better, and faster! We’re excited to see what the future will bring, as we feel we’ve only just started.” - Jan Marcus Mol.



Explore more

Discover how Claims Manager can improve your business.

[Request a demo](#)