

IMS Wired

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The New Look Issue

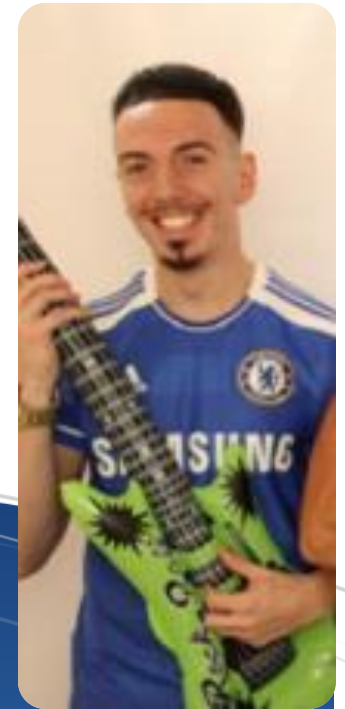
THE IMS FAMILY PORTRAIT 'Fun Day 2016'



People Profile..

Repair Progress Manager

Claudio Di Carlo



When did you start working at IMS? : I started working at IMS in October 2014, 2 months after I graduated from university so this was my first full time job!

What does your day to day consist of at IMS? : My day differentiates every day, there is always a new challenge which I enjoy but it would mostly consist of; Reports, auditing, network escalations, supporting team members, network repairer issues, lot's of e-mails and the rest!

What did you think of the new look of IMS? : When I first saw the new brand at the fun day I was definitely a fan of it, the colours are definitely much better and I'm sure others would also think the same.

What is your most memorable moment at IMS? : A very recent memory which was also a proud moment, where I have been promoted to the repair progress first line manager job.

Pet hates: Laziness, definitely one thing I can't stand and will always be the top of my pet hates haha.

Top 5 favorite things: Chelsea, pasta, gym, football and clubbing :)

15 minutes of fame: Appearing on sky sports news when I was around 15 pretending I was a good football pundit when I didn't really know much back then.

Top tips for working smart: Have good time management and keep organized.

People Profile...

Repair Progress Manager

Paul McGurk



When did you start working at IMS? I Started work with IMS in November 2014.

What does your day to day consist of at IMS? Management of the Repair Monitoring team which includes just about everything from allocation of work to complaint queries.

The role is very diverse and every day brings something different.

What did you think of the new look of IMS? The Brand/logo is now much brighter, the colours more vibrant and the logo now 'stands out'.

What is your most memorable moment at IMS? Winning the £1,000 in 2015 (shared with Simon Hughes) for no absences throughout the year followed closely by my first night out in Bedford following the Christmas party!

Pet hates: Drivers who 'hog' the middle lane on the motorway.

Top 5 favorite things: Travelling, cars, football, friends and family and socializing. Probably not quite in this order.

15 minutes of fame: I once stayed at Eddie Grant's villa in Barbados albeit not many people under 35 will have heard of him!

Top tips for working smart: Manage your time effectively. Plan your day, prioritize your workload by importance and urgency.

People Profile...

Total Loss Manager

Mary Jane Ventola



When did you start working at IMS? : November 2013

What does your day to day consist of at IMS?: Every day is different, although the basics are the same, clients and queries will change daily. Then there is the daily tasks of emails, call audits, report's ect...

What did you think of the new look of IMS? : Love it! Very fresh and to the point.

Pet hates: Rudeness - manners cost nothing and go a very long way.

Top 5 favorite Things: Family, My Pets - (Sidney, Dotty & Tilly), My engagement ring, Pepsi Max, Holidays.

15 minutes of fame : I won a competition on Heart radio for a meal for 6 at Coast to Coast's opening night, just missing out on a Trip to New York ▯

Top tips for working smart: Structure your day, Manage you work load, Ask questions if unsure, Read Notes, Time Management.



People Profile...

Third Party Claim Handler

Andrew Hale

When did you start working at IMS?: April 2015

What does your day to day consist of at IMS?: My day consists of dealing with all aspects of the claim, speaking to an instructing client one minute regarding hire and the next a TP who wants to tell us about their much loved Vehicle. The aim of everyday is to add the new claims on asap and contact the TP to discuss their needs. I also have to liaise with repairers on all kind of things from agreeing terms, to seeing if there are any excesses amongst other things. I deal with both 1st Central insurance and the dying out Liberty insurance scheme with my colleagues. We liaise with engineering and accounts teams to try to ensure we try and stay within our SLA's. One other task that I have is to enlighten Asharan on new foods, so far Cherry Bakewell's, apple pies and now flapjacks, washed down by the endless cups of tea I make.

What did you think of the new look of IMS?: The new Logo looks good, very modern and clean ready for the next 10 years

What is your most memorable moment at IMS? : The first day when everyone was so welcoming and the continuing excellent atmosphere. Also when Amedeo fell off Mr Young's Hover board, when trying out when it came up our office at Christmas.

Pet hates: Don't really have any - not really keen on cats or dogs.

Top 5 favourite things: Tottenham Hotspur, Cakes and Doughnuts, Cars, Ghostbusters - not the rubbish new one but the classic one. My wife and kids (sometimes). Maybe not in that order but close enough.

15 minutes of fame: I once won a colouring competition when I was 6.

Top tips for working smart: Time management Set yourself targets for the day Try and get all the information you need on the first call, to save you from re-chasing. (For really working smart, Top hat and Tails)

Fun Day
2016!



Sports Day on the 18th November 2016

To Celebrate **Children In Need** we are holding a sports day!
Please come dressed in sports gear and ready to participate or be
a spectator on the day.

£2 Dress up Donation
Or
£3 Normal Attire

Other fundraising on the
day will be:

- Name the bear
- Last man standing
squat off



National + World Awareness
Events at IMS..
Positive Mental Attitude.



Tuesday 1st November
World Vegan day
Healthy eating

Wednesday 16th November
Blue Wednesday
Mouth cancer awareness

Monday 25th November
White ribbon week
Men's violence against women



#whiteribbon

**STAND UP
SPEAK OUT**

#endthecycle: stop family violence



**Mouth
Cancer
Action**

Suneil Ubhi – Our very own sports personality..

What is your sport?

It's called Brazilian Jiu Jitsu, developed by the Gracie brothers in Rio De Janeiro (Brazil) about 85 years ago. It's a style of ground fighting using joint locks and choke holds, you can see a lot of the moves used in UFC and mixed martial arts

What do you love most about it?

I love the fact it keeps you fit, you learn a new skill and I have made loads of new friends



What comps have you done? Where did you come? :

I have competed quite a lot, at first used to lose a lot, but have managed to win fair few recently. Most recently I have competed in the English Open (in which I won my first fight in under a minute by arm bar (I think arm bar's are my best move) South end Open (Got Gold in March and Silver last weekend), Kleos Grappling Competition (Semi Finals) Chelmsford Open (Gold and Silver) and the British Open (Silver) where I had 5 fights 4 of which I won by arm bar.



Any Funny Stories?

I went to a seminar being taught by world class black belt (no need to mention names), after showing the takedown/throw he turned around to reveal he had ripped his trousers, worst part is it was caught on camera, think might even be on YouTube now

How often do you train?

I train 3 times a week at Icon Jiu Jitsu in Milton Keynes, under my Head Coach Ze Marcello who's a former world champion which is pretty awesome.

How old were you when you started?

I started martial arts when I was 9 years old after being the Power Rangers biggest fan, I wanted to be one so badly that I asked my dad to turn me into one. I started with Tae Kwon Do at the age of 9, and managed to get my black belt when I was 14. I didn't start Mixed Martial Arts until I was 25 (I'm an old man, about 5 years ago) then started doing Brazilian Jiu Jitsu just over 3 years ago which has mainly taken over.

How did you get into it?

I started watching Mixed Martial Arts when I left University and had put on a bit of weight (I still have my old rail card as proof). I noticed a lot of the fighters were doing Brazilian Jiu Jitsu. So did some research and looked for a gym.



IMS Family Announcements



- Claudio Di Carlo has recently moved into the Repair Progress Manager role at No. 6.
- Peter Harrison is now the Engineering Admin Team Leader.
- Alistair Williams is a Team Leader in our growing Total Loss Team.
- After a successful interview Michael Cass joined our Total Loss Team.

Congratulations to:

- David Jones has just completed his CMI Level 3 Management
- Paul Cowperthwaite completed another stage towards IAEA full membership.
- Ian Selkirk- Passed another exam towards his IAEA membership

Well done on all your hard work!!

James Kavanagh and Carley Nisbet have recently purchased their first house together.

Sunny Uhbi in Total Loss celebrated his engagement in August and is planning on getting married August next year.

Ali Williams in Total Loss is planning to get married in March next year

Who are our Clients that we represent?

“With customer service at Enterprise, we go the extra mile. We make it rain”.

Culture and hard work created Enterprise

Enterprise Rent-A-Car is an ongoing success story. Our guiding principles, and humble beginning revolve around personal honesty and integrity. We believe in strengthening our communities one at a time. Serving our customers as if they were our family. And rewarding hard work. These things are as true as they were when we were founded in 1957.

We're in more than 30 countries with over 7,200 locations. What does this mean to our customers? We're there when you need us.

We take an active role in sustainability, not only because it's smart for our business, but because we believe in making the world a better place for future generations. Because of our size, we are in a unique position to foster innovation, advance research and test market-driven solutions.

Our Clients are ambitious



In just a couple of decade, we've grown to become one of the UK's largest consumer insurance groups and expanded into other financial services. **Work, grow and win together.**

Our Purpose & values

Making a difference for our customers, colleagues and communities.

Ambitions

We're **obsessive** about **delivering** for our customers. We're **relentless** in driving **exceptional standards**. We act **boldly** and take **personal accountability**.

Creative

We think **differently** and **disrupt** markets to benefit consumers. We use technology to **innovate**. we try new **things**, fail fast and **apply our learning's**

Authentic

We're **open**, **transparent** and **build trust**. We **challenge positively**. We **enjoy** what we do and **have fun** doing it.

United

We're one **BGL**. We **respect**, **encourage** and **care** for each other.



All of our clients focus on great
Customer Service.

We offer Defaqto 5-Star rate car insurance

Our car insurance policy provide quality cover and includes a comprehensive range of features and benefits including a courtesy car, £1,500 of key cover and 21 days driving in Europe, as standard.

We're competitive on price

We've got some very smart people in our pricing team (and some clever technology) monitoring the market to make sure we're always giving the best price possible. We're pretty hot on fraud too. This helps us keep our premiums lower.

We're not all talk

If you make a claim, we'll look after you. You'll be assigned a Personal Claims Advisor, enjoy free collection and delivery of your vehicle, a 5 year warranty on all repairs, mobile repairs and estimates where possible and like for like vehicle replacement.

We're nice people

All of this is backed up by support from our friendly call centre. Our call centre is open at sensible time including weekends and our claims line is open 24/7, 365 days a year. Home to more than 500 people who work very hard to make sure you get a good product for the right price and good level of service throughout the policy.

Our Clients also have great Company Values



As a company, we want to measurably improve the financial and service performance of our customers. We do this by making innovative software and by delivering business services that are examples of best industry practice.

The basis of both of these things is a set of values that we hold dear:

Our values

- We act with integrity
- We respect our clients, their customers, our colleagues and suppliers
- We are reliable
- We are innovative
- Our solutions are sustainable
- We 'wow' our clients

Our promise

- For our customers: reduce costs and risks, improve efficiency and increase customer satisfaction and loyalty
- For our employees: provide meaningful jobs and a fulfilling working environment

Our Company Structure

First Aid Trained



Engineering

Supplier Accounts

Third Party

Repair Progress

Total Loss

Complaints

Andy Lee
Bill Park
Chris White
Chris Wiles
Howard Webb
Ian Aird
Ian Selkirk
Jonathan Barnes
Michal Smigielski
Paul Kellow
Peter George
Rajinder Dadhria
Ranj Randhawa
Richard Neve
Russell York

Engineering Admin
Sunil Sihota
Steve Ajit
Tendai Nyambo
Tristan Nelson

April Watts
Caroline Franklin
Cheryl Mills
Dorota Kalnicka
Franca Ziccardi
Laura Reader
Michelle Mountain

Andrew Hale
Marc Clements
Mark Elliott

Abi Wilson
Ben Wills
Carly Andrews
David Hutton
Danny Richardson
Faye Lawrence
Katie Boness
Melissa Maddix
Sam Burton -Rees
Tasha Wensley

Amedeo Volpe
Charlene Lawson
Chloe Goodwin
Chris Foster
James Chrisp
Marine Dufлот
Morrow Alexander
Nano Sheri

Chelsea Wearn
Clare Searle
Janet Harbord
Justin Ryan
Kye Andrews
Laura Richens
Lina Pandya
Megan Ellison
Michael Cass
Ross Flynn
Sam Rotherham
Suneil Ubhi

Amy Eymor
Asharan Sehmbi
Jason Foulsham

Paul Cowperthwaite ★

Peter Harrison

James Spall

Chloe Cunningham

David Jones ★

Claudio DiCarlo

Paul McGurk

Mary Jane Beattie

Rimi Mutti-Chaggar

Management Finance Assistant
Sue Cripps ★

HR / Finance Apprentice
Kerri McDonald

Software Analyst
Glynn Everitt

FINANCE MANAGER
ALEKS ILIC

HR MANAGER
AMI MOORE

EXECUTIVE ASSISTANT
COURTNEY PEAT

OPERATIONS MANAGER
JAMES KAVANAGH

SIMON YOUNG
DIRECTOR

Our SMART initiative for Call Handling

“You will never get a second chance to make a SMART first impression.”

SMART professionals constantly deal with customers (inside and outside the company), they strive for certain qualities to help them answer customer needs. The professional qualities of someone delivering customer service always emphasizes the relation to what the customer wants.

It is often not what you articulate but how it is communicated. How you express yourself has a lot to do with what you communicate and how it is received. **“It’s Not What You Say, it’s How You Say It”**

The telephone is often the first or last place a customer comes in contact with IMS.

✓ **Being telephone friendly is one of the least expensive and cost effective ways to deliver better customer service.**

First impression is extremely important and can set the tone for all future communications.

Remember, the little, interpersonal actions mean a great deal in the area of customer relations. They can change customer perceptions and ultimately affect the success of your customer relations efforts.

Work Attire

At IMS we strive to be professional and smart at what we do, this follows through to the way we present ourselves at work amongst our colleagues and clients.



Smart:

Male:

- Shirt long or short sleeved.
- Trousers

Female:

- Blouse/Smart top
- Trousers
- Knee Length, midi/ maxi skirt
- Shift dress/smart dress

Friday:

- Smart Casual
(Mindful of business environment)

Simple:

- No profanity or offensive images on garments.
- No beachwear or flip flops.
- No Mini Skirts or short playsuits.
- 'Jogging bottoms' or gym wear.
- Strapless or spaghetti strap tops / dresses.