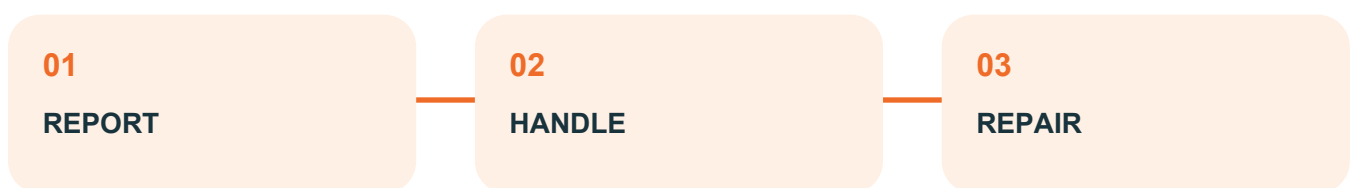


From driver report to a manageable claim.

Driver, claims handler and repairer connected

iBoss Orange combines a personal driver portal with integrated claims management and a connection to the repair process. From the first report to shared progress, in your own visual identity.



Client • Driver • Dealer • Repairer
Together in one integrated platform

Clarity for the driver. Visibility for your team.

A clear route to reporting damage

Invite the driver to a personal account. The report is built step by step, with space for photos and additional information.

1

Invite personally

Send an email invitation from the leasing company. The driver activates the account and chooses a password.

2

Vehicle and incident

Record registration number, date, location, cause and driveability. Include contact preferences and relevant third-party details where needed.

3

Photos and documents

The driver takes photos or selects files. A draft can be saved and completed later before submission.

4

Review and submit

The driver reviews the report and confirms its accuracy. The handler receives a focused starting point for assessment.

Make the first report a useful beginning of the case.

Your workload and your authority

Handle claims in your own portal, using the name and colours of your leasing company.

Triage and assignment

Search and filter claims, set priorities and assign a handler. An optional action date supports follow-up.

Shared case information

View available estimates, financial categories and explicitly shared photos. The repair partner remains responsible for its own case.

Decisions within mandate

Authorise within a configured limit, request changes or reject. Always record the reasoning against the reviewed version.

Reassess changes

A revised estimate does not automatically inherit earlier approval. Keep assessment and closure aligned with the current situation.

Every handler knows what is open and what they may decide.

This portal supports claims handling; it does not replace contract, coverage or recovery assessment. Mandates are configured with your organisation.

Keep the driver involved at the right moment

The personal portal separates customer communication from internal claim notes and financial assessment.

Request more information

Ask for missing details and let the driver respond or add documents. The conversation stays with the report.

Status with an explanation

Publish a clear status and explain it. The driver sees what you deliberately make available.

Share planning selectively

After linking the correct claim, share the repairer and planned arrival or handover when appropriate to the process.

Personal access

Drivers see their own reports and shared information. Internal notes, authorisations and financial estimate amounts remain protected.

Clear progress updates without unrestricted access to the claim.

Progress communication in this version takes place in the portal; invitation email is available. A report is not automatically a repair booking or coverage decision.

From claim decision to evidenced repair

The leasing company and repairer can collaborate around the same case, each with their own task and access.

The right handover

Link a driver report to the appropriate claim and vehicle. Deliberately share information with the repair organisation involved.

Quality during delivery

The repairer records applicable checks, competencies, photos and final inspection. This supports evidence of the repair process.

Estimate analysis as a tool

Use available financial data and comparison information. A filter can flag deviations without replacing human assessment.

Recognisable collaboration

Work under your own name and colours. Align roles, notifications and access rights with your pilot partners.

One connected process, with a dedicated environment for each participant.

iBoss Orange supports standards monitoring and audit preparation. It does not replace BOVAG certification or an independent audit; assessment includes automated and manual checks.

MAKE IT WORK FOR YOUR ORGANISATION

Explore a claim from your own role

See the driver experience, the claims handler's workload and collaboration with the repairer in one demonstration.

Start with the invitation

From personal activation to a complete damage report with photos.

Assess with your team

Workload, limits, version-linked decisions and feedback to the repairer.

Test with repair partners

Set up a pilot with clear sharing agreements, roles and acceptance criteria.

Experience it for yourself

Request a personal demonstration

info@iboss.nl

Product overview, September 2026. Features are configured for each organisation. Supplier permissions, available source data and joint acceptance determine which integrations and portals are put into operational use.

Standards information: BOVAG - Quality standards for the repair sector