

The Future of Auto Repairs: Real-Time Data Integration Across Systems



The auto claims ecosystem can be fragmented, burdened by legacy systems, siloed communication, and manual data entry that can slow down claims resolution and frustrate customers.

According to PwC, inefficiencies caused by disconnected claims processing systems are a significant driver of increased cycle times and rising operational costs for insurers, repair centres, and rental providers.

Real-time data integration offers a smarter, future-forward solution. Organizations can reach faster, more accurate settlements by connecting claims, repair, and rental workflows through automated, cloud-based platforms. These integrated systems help reduce errors and eliminate the need for repetitive data entry, giving adjusters and repair technicians ready access to the same information.

IT professionals within the repair industry are in a pivotal position to drive this transformation.

They can recommend modern architecture and support cross-platform automation, which can help to future-proof operations while improving customer claims experiences.

At the centre of this shift is Entegral, a cloud-native, API-first platform purpose-built for seamless integration. With intelligent triage, real-time assignment tracking, and automated vendor co-ordination, Entegral makes it possible for insurers and repair partners to move from fragmented processes to fully connected, efficient ecosystems.

This guide explores how **real-time integration** in body repairs is redefining the industry's future and outlines how IT leaders can turn disconnected workflows into streamlined digital experiences.

The Industry Shift Towards Connected Claims

The Traditional Claims Ecosystem Needs an Overhaul

The disconnection among claims processing systems is one of the industry's most pressing challenges. Claims processors frequently juggle multiple platforms to get a complete picture of a single claim. When one party updates a file, others may not see it right away, leading to repeated phone calls, delays in estimates, and missed repair deadlines. This old-school "phone tag" approach wastes valuable time and resources.

Transparency is another pain point. When customers don't know what's happening with their claim, or when to expect their vehicle back, they lose trust in the process. Meanwhile, insurers struggle to maintain audit trails, repair shops wait for approvals, and rental providers can't plan ahead without accurate repair timelines.

These inefficiencies can cost more than just time; they can impact bottom lines, customer satisfaction, and even regulatory compliance. As pressure mounts to streamline operations and deliver a better customer experience, the traditional claims ecosystem appears overdue for a digital overhaul.

Customer Expectations Are Evolving

Consumers service expectations are evolving: many expect the same speed and transparency from their insurance provider as they get from Amazon® or Uber®. They want instant updates, the ability to upload photos from their phone, and quick, fair resolutions without endless back-and-forth communication. For these consumers, the days of waiting a week for an estimate or sitting on hold to get a status update are over.

Research from **EY®** highlights how insurers worldwide are turning to automation and real-time integration in auto repairs to improve claims outcomes and meet growing customer demands. This shift is also a point of interest to regulators.

The U.S. National Association of Insurance Commissioners (NAIC) is encouraging insurers to modernise claims systems, increase transparency, and reduce friction. Similarly, the U.K.'s Financial Conduct Authority (FCA) has announced reviews into how insurers handle claims, urging better communication, faster resolutions, and fair treatment of customers.

The future of claims is connected. Moving to real-time integration in body repairs helps insurers and repair networks reduce inefficiencies, boost performance, and offer the modern experience customers expect and regulators demand.





Why Real-Time Data Integration Matters

As the body repair and insurance industries innovate, having the ability to exchange information seamlessly is becoming increasingly important. Real-time data integration means that systems are able to continuously share updates with each other. The result is a transformative opportunity to streamline operations and reduce friction.

Key Benefits for IT Professionals

An immediate advantage of real-time data integration is eliminating manual data entry. In traditional claims systems, details like repair estimates and vendor assignments are often rekeyed into multiple platforms. This manual input wastes time and introduces the risk of human error that can delay or lead to repair compliance issues.

IT teams can address these issues by integrating systems across the claims ecosystem. For example, when a claim is initiated, data can automatically flow from the insurer's platform to the bodyshop's system and the rental provider without redundant input. This automation enables faster claim cycles and fewer errors across the board.

In addition, **IT leaders can deploy dynamic dashboards** that visualise key performance indicators (KPIs) like repair status or vendor response times. With centralised and constantly updated data, decision-makers get a clear, accurate picture of operational performance at any given moment.

From a governance perspective, real-time integration simplifies compliance and audit

readiness. As regulators push for faster and more transparent claims handling, IT professionals must confirm that their organisations meet evolving standards. Integrated systems automatically log updates and support standardised formats like CIECA's new CAPIS API guidelines, making audits easier to manage.

Industry Impact

Real-time data integration is a technical upgrade that can lead to measurable business impacts across the claims lifecycle. A standout example comes from Entegral's pilot programme with a U.K.-based repair network. By implementing real-time integration through Entegral's open platform, participants achieved:

25% improvement in invoicing speed

12-hour reduction in vehicle handoff times

10% increase in successful customer contact rates

These gains reflect the power of eliminating delays and giving all stakeholders a shared view of the claim status.

Ultimately, **real-time data integration** allows IT teams to shift from reactive management of disjointed platforms to proactive enablement of smarter, faster, and more connected claims workflows. This can serve as the foundation for digital transformation in body repairs, where every stakeholder can seamlessly access correct information.

Entegral's Role in Enabling Real-Time Integration

Entegral's platform streamlines communication between insurers, original equipment manufacturers (OEMs), and repair centres. It acts as a central digital hub, reducing manual work and creating a more connected claims process.

The Open, Modular Platform

Entegral's success relies on its open, cloud-native architecture. **The Entegral platform uses modern, API-based design principles** and integrates smoothly with diverse systems across the auto claims ecosystem. Whether it's an insurer's internal claims system, an OEM's repair procedure database, or a collision centre's repair management software, Entegral can plug in and share data.

This modularity means organisations can adopt Entegral in phases or integrate only the parts they need. It also scales to fit small regional repair networks or large multinational insurers.

Key Product Capabilities

Entegral's power lies in its specialised tools that address common bottlenecks across the claims journey. Here are the standout features:

Assignment Manager: This tool offers centralised tracking of all repair assignments from first notice of loss (FNOL) to final invoice. It gives stakeholders a unified view of the repair status, helps eliminate phone tag and email chains, and includes KPI dashboards to measure vendor performance and cycle times.

Smart Locator: This solution is able to match claims to the most appropriate vendors based on proximity, availability, shop certifications and performance history. It confirms customers get faster service and reduces delays caused by manual shop selection or network constraints.

Network Insights: This feature helps insurers gain insight into their business and claimants through built-in analytics that highlight potential gaps and areas of opportunity in their repair network.

Network Management: Web-based application that can help build and manage repair networks, visualize network data, organize & optimize coverage, and ensure vendor network capability

Real Outcomes

Using Entegral's integrated platform can lead to a dramatically improved claims experience. Automating handoffs between different parties reduces average cycle time and removes unnecessary steps.

Most importantly, Entegral enables collaboration. Stakeholders have access to a shared, real-time data environment. This information strengthens partnerships across the value chain, creating better outcomes for businesses and customers.

Competitive Landscape: What Sets Entegral Apart?

As real-time data integration becomes the new standard in the claims and repair ecosystem, several technology providers are competing to offer end-to-end solutions. Each brings strengths but also limitations, particularly when it comes to openness, interoperability, and global scalability. Entegral distinguishes itself through a neutral, integrative approach designed to serve all parties in the claims lifecycle without locking them into a closed system.

Entegral Differentiators

What truly sets Entegral apart is its open, neutral architecture. Unlike some of its competitors, Entegral isn't trying to lock clients into a single technology stack. It's built for integration, allowing insurers, OEMs, rental providers, and repair centres to connect their preferred tools through modern APIs.

Entegral also supports end-to-end connectivity across the claims journey. From FNOL through assignment, repair, and rental co-ordination, Entegral's tools work together or plug into existing workflows as needed.

Backed by Enterprise Mobility, one of the world's largest transportation providers, Entegral enjoys a unique advantage: the scale, trust, and financial stability to drive long-term innovation. Its industry partnerships rely on credibility, and its roadmap is shaped by real-world operational insight, not just software trends.

Entegral is the connective tissue that helps the entire auto claims ecosystem move faster, work smarter, and serve customers better.



IT Implementation: From Legacy to Live

Implementing real-time data integration in the body repair and claims ecosystem doesn't have to be a rip-and-replace project. With

Entegral, organisations can evolve at their own pace using a structured, phased approach that respects existing claims processing systems while discovering new capabilities.

Overcoming Resistance

Change is never easy, especially for IT teams managing legacy claims platforms. Entegral makes it easier with a flexible, cloud-native API ecosystem that allows seamless integration with existing claims processing systems, OEM tools,

and repair shop software. As a result, you don't have to overhaul your entire tech stack.

Entegral products are built to support data privacy and regulatory compliance. Data flows are secured end-to-end, and access is role-based, protecting sensitive information.

Lastly, **Entegral offers hands-on support** from dedicated customer success and implementation teams. Whether you're rolling out across regions or piloting in a single market, Entegral can customise the onboarding process to your goals, capacity, and technical environment.

Regulatory & Data Standards Driving the Shift

As the body repair and insurance sectors evolve, regulatory bodies and industry alliances play a fundamental role in pushing for better transparency, speed, and fairness in claims handling. Two major players in this transformation are the NAIC in the U.S. and the FCA in the U.K.

Both organisations work to encourage insurers to modernise claims processes. They focus on delivering quicker resolutions, reducing disputes, and informing consumers throughout the journey. This push aligns with increasing consumer expectations for digital updates and seamless service.

At the technical level, CIECA's CAPIS (CIECA API Standards) is accelerating this change. CAPIS provides a standardised, open

API framework that enables different claims processing systems to communicate. By replacing outdated file formats and manual data entry with API-driven interoperability, CAPIS allows organisations to simplify operations, eliminate redundancies, and reduce costly errors.

Entegral fully aligns with these standards and goals. Its platform is CAPIS-compliant, so it integrates easily with other modern systems. More importantly, Entegral prioritises data security, privacy, and compliance on a global scale.

The Road Ahead for Claims Technology

Emerging technologies are reshaping expectations in the body repair industry.

The concept of claims virtualisation, where entire processes from FNOL to settlement happen without physical touchpoints, is gaining ground.

Entegral is at the forefront of this transformation. Their solutions are focused on deep automation, allowing claims to flow from triage to final invoice with minimal manual intervention.

With ongoing API-driven integrations, Entegral continues to expand its ability to connect with OEM systems, insurer claims platforms, rental providers, and repair networks across regions.

To learn more about Entegral solutions or book a demo please go to www.entegral.co.uk





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