



CASE STUDY

Neovia partners with BMW Group UK, reducing claims by 40% using Octave Coda

Neovia Logistics | UK

Industry

- Security

Solution

- Octave Coda Video Insight

Challenges

- Limited visibility into claim accuracy
- Slower claim investigation
- High cost from accepted claims

Results

- Claims reduced by 40%
- Faster, evidence-based claim decisions
- Fewer new claims and stronger KPIs

[Neovia Logistics](#) is one of the world's leading third-party contract logistics companies. From a client's warehouse and distribution facility in Northampton, UK, the company serves some of the best-known automotive companies. On a global scale, Neovia also serves companies in the aerospace, industrial, technology and consumer goods sectors.

One of its long-standing clients is BMW Group UK. Since 2018, Neovia has provided

the BMW Group UK and its retail customers with a streamlined process for ordering and delivering parts.

During a recent contract renewal with Neovia, BMW Group UK requested a more transparent customer claims process. It specified a video-based system capable of monitoring, recording and retrieving footage of every customer order packed, so that all claims could be quickly and accurately validated.



"Working with Octave, we have been able to deliver the transparency that BMW Group UK specified, which is benefiting the company, its customers and Neovia. It is a win all round."

Mark Williams
Site Support Manager
Neovia Logistics



Using video insights to validate claims

Neovia was introduced to award-winning Octave Coda Video Insight (formerly HxGN dC3 Video | Insight) by its trusted security systems partner, Meridian CCTV. Octave's solution enables organizations to leverage their security camera estates to validate genuine claims and deliver better customer service, while detecting fraudulent activity.

"It was a case of all the stars aligning," explained Neovia Logistics Site Support Manager Mark Williams. "We were already using Octave Coda Video to manage our network of 160 high-quality cameras."

This meant the foundations were already in place for a quick rollout of Coda Video Insight.

Williams continued, "Because of the tight integration between the two systems, we were able to respond to the new requirement within just a few months."

Sixty-five cameras are installed across the ground and mezzanine packing areas, each recording around the clock and stored for 30 days.

Each customer order is packaged with a label that includes a barcode that the packer scans. Once scanned, the warehouse management system is updated. Once a day, this information is automatically synchronized with the recorded video footage.

Driving greater accuracy and transparency

Explained Williams, "We are now able to quickly search, retrieve and review the video of the items being packed, cross-reference against the original order and determine the validity of a claim and, if so, what was the cause. The system provides all the information needed to manage the process in one place."

Should a claim be rejected, Neovia is able to download the footage, redact it via the video management software (VMS) to ensure it complies with UK data protection regulations and send it to the customer, who then has 14 days to challenge the decision.

In the first four months after deploying the solution in December 2025, Neovia reduced the number of claims by 40% by successfully disputing more than 370 claims that parts had not been received. In addition, the number of new claims is declining because of the transparency and robustness of the new process.

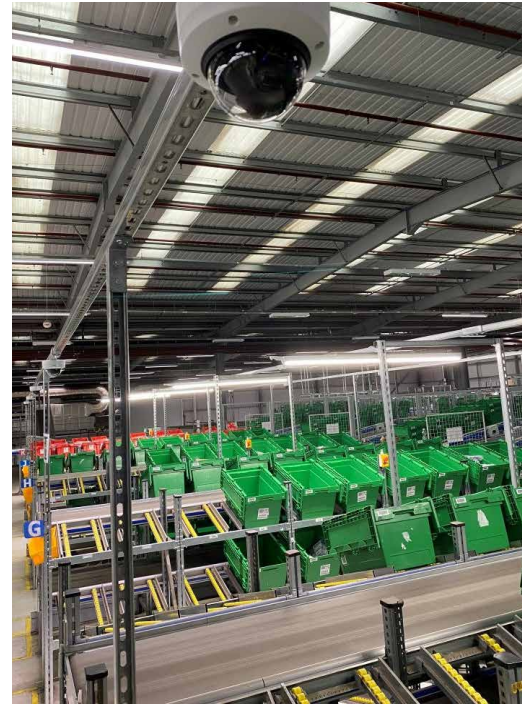
"Prior to deploying Coda Video Insight, we had limited evidence to challenge a claim, meaning we were obliged to accept them," said Neovia Logistics Inventory Manager Liam O'Brien. "Partnering with BMW Group UK enabled us to leverage innovation and support continuous improvement within our operation, driving significant improvements in the contractual key performance indicators used to measure our service."

Beyond claims validation

Another important benefit is how the teams can educate customers on logging certain types of claims, ensuring they trigger the correct type of investigation, for example reporting a part as incorrect rather than missing, helping claims to be processed more effectively.

The system has also helped train and coach the warehouse team by identifying a process issue in which correctly picked, packed and labeled orders were accidentally being placed in the incorrect tote ready for dispatch, resulting in the customer not receiving their goods.

Williams noted, "We are able to show video as part of our training to highlight where faults are occurring and what we can all do to prevent them from repeating."



Sharing best practice globally

Following the success of the project in the UK, Neovia is sharing it as a best-practice model for automotive claims handling across Europe, North America and Asia.

Williams concluded, "Working with Octave, we have been able to deliver the transparency that BMW Group UK specified, which is benefiting the company, its customers and Neovia. It is a win all round."

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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