

RideView DVR Case Study

Anonymized Fleet Name

Real-World Incident: A Sudden T-Bone Collision

A vehicle is proceeding through an intersection when another car, coming from the right, fails to yield and crashes into it.

"Out of nowhere, a vehicle from the right failed to yield and slammed into our vehicle. It happened in seconds."

Our driver was insistent that it was not his fault - but he was nonetheless worried as were we. The other party claimed that it was the truck driver's fault. The burden of proof was on the fleet.

SNAPSHOT



Region
North America



Fleet Size
300 vehicles



Use Case
Driver exoneration

from a not-at-fault crash

CHALLENGE Exonerating drivers

- In such cases, determining liability can be time consuming and expensive.
- Without clear evidence, the driver and the fleet may be wrongly blamed.
- Quickly finding relevant video footage is crucial for issue resolution, even with camera usage.

SOLUTION RideView On-Demand Video Makes Retrieval Easy

When the crash occurred, the exact timestamp wasn't known which is a common challenge in fleet operations. In traditional systems, this would trigger a frustrating cycle of guesswork:

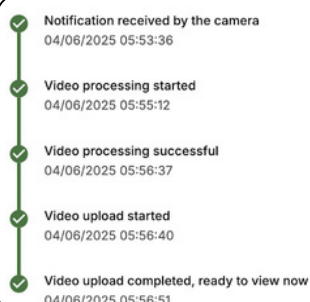
✗ **Multiple video requests.** ✗ **Limited visibility.** ✗ **Time wasted.**

With RideView On-Demand video, the fleet manager simply made a time-lapse video request covering a broader window (e.g., 30 minutes). This allowed the back-office team to quickly scrub through the timeline, identify the moment of impact, and then zero in with a precise, high-resolution clip request.

BENEFITS How does Time lapse come to your advantage?

It avoids having to make multiple requests and finding that the video retrieved does not have the incident of interest. Rapid incident analysis and early settlements is always advantageous for the fleet.

What truly sets RideView apart is its **on-demand video request status timeline**. With RideView, fleets have a peace of mind with unparalleled visibility into the servicing of the requests.



A visual indicator showing every step of the video retrieval process

Rideview maintains a **video retrieval failure rate below 1%**, ensuring fleets have access to crucial video footage when it's most needed.



RESULTS



- 1 Driver exonerated instantly.
- 2 Full confidence in backing their driver, thanks to reliable video evidence.
- 3 No adverse impact on insurance.

FLEET FEEDBACK



"Once we had the video, the other driver realized that there is no point in arguing on this. This was settled in our favor. With video, we are better able to protect ourselves, fight false claims and save on legal expenses."

BUSINESS IMPACT WITH DVR



70-80% of crashes involving trucks are not the truck's fault yet fleets bear the burden of proof.

RideView DVRs make video retrieval **fast and simple**, helping fleets:



**Exonerate
Drivers**



**Avoid
False Claims**



**Protect
Their Business**



Whether you're curious about how RideView On-Demand video works or want to understand the ROI for your fleet → **Schedule a 1-on-1 with our team**.