

**NEWS RELEASE:  
FOR IMMEDIATE PUBLICATION**



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## **RAC EXTENDS ITS LONG-TERM RELATIONSHIP WITH SSP**

SSP and the RAC have renewed their seven year software and service partnership for a further three years.

As one of the UK's leading breakdown assistance providers, bringing complete peace of mind to its 11 million members, the RAC has long been at the forefront of developing motoring services.

In 2012 the RAC entered into partnership with SSP to use its Select Software. The application supports over 400 RAC call-centre colleagues processing in excess of two million breakdown policies. It has the flexibility to enable the RAC to react to changing market conditions such as quickly on-boarding new products, pricing adjustments and self-service capabilities – and has become integral to the RAC's business plans.

In the last seven years, since implementation, the RAC has expanded the number of channels to market, with customers able to manage their membership accounts online via 'MyRAC'. The portal fully integrates with SSP's Select Software ensuring accurate and consistent information is available to the call-centre colleagues when speaking to customers.

**Steve Lathrope, SSP's CEO said:** *"I am delighted that we are extending our relationship with the RAC. The renewal of our agreement is testament to the successful delivery of service and innovation over the last seven years. Our joint RAC / SSP team is looking forward to continuing our close working relationship and supporting the continued growth of the business."*

**RAC's Chief Information Officer, Mark Withers commented:** *"SSP's Select Software is integral to the RAC business, supporting the breakdown policies of millions of members."*

*"We are currently driving forward an exciting programme of digital product and service innovation which our partnership with SSP will play a key part in delivering."*

*“The strength of the partnership has been borne out by how closely and how hard the teams have worked together to deliver innovation that benefits customers and our business. I am very much looking forward to the relationship going from strength to strength over the next three years.”*

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#### **Notes to editors**

##### **About SSP**

SSP is a global provider of technology systems and solutions across the entire insurance industry, enabling its customers to transform their business and increase profitability. SSP provides core technology solutions, distribution and trading capability, advanced analytics and solution delivery. It works with 8 of the top 10 UK insurers, 4 of the top 10 global insurers and over 40% of UK brokers. With a unique position in the market, including the largest market share of UK e-trading, SSP provides leading data insight and unrivalled distribution. Over 30 years' experience, innovation and proven results make us the partner of choice for our customers. [www.ssp-worldwide.com](http://www.ssp-worldwide.com)

##### **About RAC**

First formed in 1897, the RAC has been looking after the needs of its members and championing the interests of motorists for more than 120 years. Today it has more than eight million members and is one of the UK's most progressive motoring organisations, providing services for both private and business motorists. Whether it's roadside assistance, insurance, buying a used car, vehicle inspections and checks, legal services or up-to-the-minute traffic and travel information – the RAC offers a solution for all motoring needs. The RAC is committed to making motoring easier, safer, more affordable and more enjoyable for drivers and road users.

[www.rac.co.uk](http://www.rac.co.uk).

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