



**Electronic  
Communications  
Committee  
Las Vegas  
November 2005**



# EC Committee Members

**Cindy Schnier Granse, Chair, VeriFacts Automotive**

**Barry Dorn, Vice-Chair, Dorn's Body & Paint**

- **Eric Bickett, FixAuto**
- **John Bosin, AKZO**
- **Mike Condon, Allstate**
- **Lou Dilisio, Automotive Industry Consulting**
- **Jim Guthrie, ARMS**
- **Gene Hamilton, Sports & Imports**
- **Brian Hemker, Enterprise Logistics**
- **David Horrock, B&H Automotive**
- **Fred Iantorno, CIECA**
- **Scott Jenkins, ADP**
- **Curt Jingle, ARMS**
- **Brent Johnson, Chief**
- **Mark Kovacs, ProcessClaims**
- **Susan Lane, Mitchell**
- **Bill Lopez, OEConnection**
- **Wayne Marsden, ADA Houston**
- **David McCreight, Collision Resources**
- **Rose Morrow, OEConnection**
- **Carlos Navarro, CCC**
- **Rick Palmer, ComputerLogic**
- **Bernard Sangenito, N'Site Solutions**
- **Joyce Schuenke, ARMS**
- **Pete Tagliapetra, NuGen I.T.**
- **Chad Taylor, Mitchell**
- **Russell Thrall, I-CAR**
- **Robert Turner, SceneAccess**
- **Bruce Yungkans, CCC**



# Accomplishments

- Rekeying Task Force met in Chicago
- Developed a “White Paper” entitled:

*“Clarification of End-User  
Requirements for  
Estimate Rekeying”*

- Finalized in July and posted on CIC’s website [www.ciclink.com](http://www.ciclink.com)



# Rekeying Scenarios

## ■ Scenario #1: “Offsite”

- ◆ Paper or faxed estimate is rekeyed without estimate originator present

## ■ Scenario #2: “Face-to-Face”

- ◆ Paper estimate is rekeyed while estimate originator is present

**Scenario #1 is most common**



**How can  
estimate data be  
transferred  
electronically  
to eliminate  
estimate re-keying?**



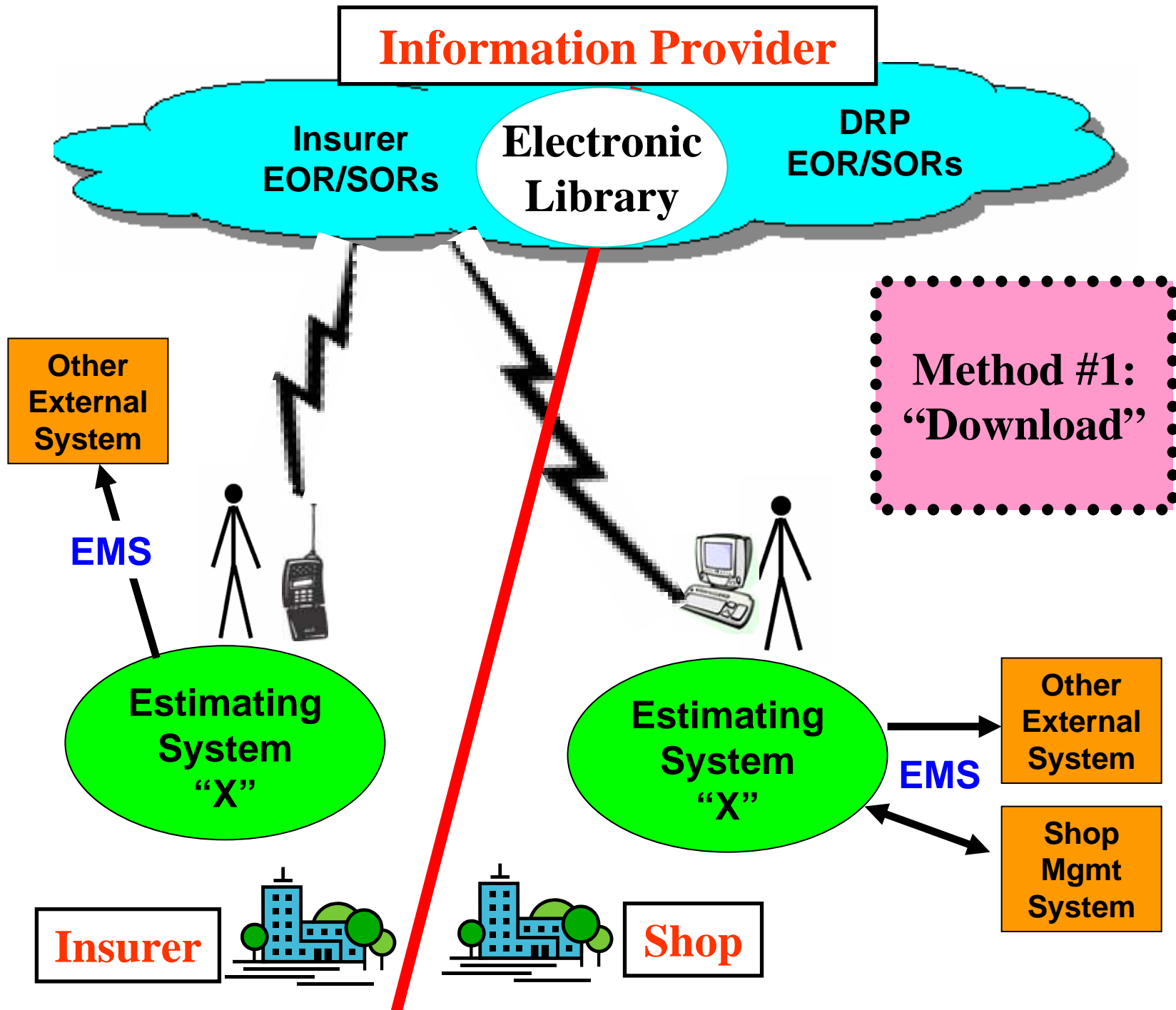
# Rekeying Definitions

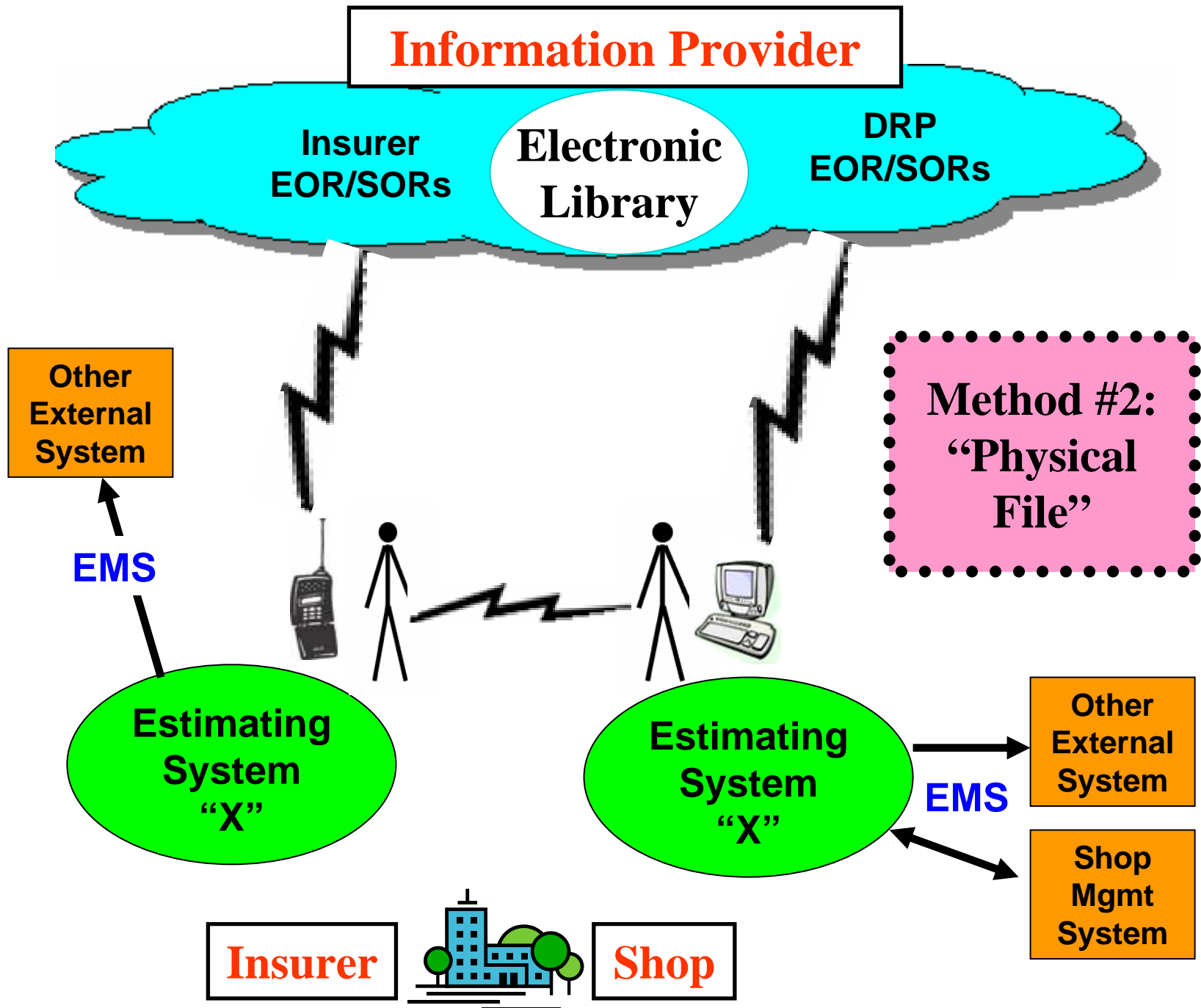
## ■ Brand-X to Brand-X (**X-to-X**)

- ◆ Same estimating system
- ◆ ADP-to-ADP, CCC-to-CCC or Mitchell-to-Mitchell

## ■ Brand-X to Brand-Y (**X-to-Y**)

- ◆ Different estimating systems
- ◆ CCC-to-Mitchell, ADP-to-CCC, Mitchell-to-ADP, etc.









# Summary – Download

	<b>Download (Brand X-to-X)</b>	<b>Potential Pricing</b>
<b>ADP</b>	Available Now in ADPE* for DRP; April 2006 for Shoplink DRP & non-DRP	<b>TBD</b> Evaluating Alternatives
<b>CCC</b>	June 2006 for DRP & non-DRP	<b>TBD</b>
<b>Mitchell</b>	Available Now for one insurer's DRP; Mid-2006 expansion for others, DRP & non-DRP	Activation Fee of approx. \$100 with small per- download fee

\* ADP's next generation platform currently in the early rollout stage



# Summary – Physical File

	<b>Physical File</b> <b>(Brand X-to-X)</b>	<b>Pricing</b>
<b>ADP</b>	<b>No Current Plans</b>	<b>N/A</b>
<b>CCC</b>	<b>Available Now</b>	<b>\$169</b> <b>One-time Fee</b>
<b>Mitchell</b>	<b>Available Now</b>	<b>Free</b>



**Visit the  
“Live Action Theatre”  
Thursday, Nov. 3  
at 12:30 pm for  
Information Provider  
Demonstrations**



**We can't  
declare victory yet,  
but we've made  
significant progress!**

***Where do we  
go from here?***



- **To date, all rekeying solutions have focused on the SAME estimating system**
  - ◆ **Brand X-to-X**
- **What about rekeying solutions between DIFFERENT estimating systems?**
  - ◆ **Brand X-to-Y**



# Rekeying Definitions

## ■ Administrative Data

- ◆ Header information on an estimate or supplement

## ■ Estimate Line Data

- ◆ Detailed information, including part, labor operation, price, etc.



**Fully automated import  
of ALL DATA from  
a Brand-X estimate  
into a  
Brand-Y estimating  
system, supplement it,  
and send it back to the  
insurance company**



**Fully automated import  
of ALL DATA from  
a Brand-X estimate  
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Brand-Y estimating  
system, supplement it,  
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insurance company**





# Major Challenges with X-to-Y

- Estimating Systems were not designed for interchangeability
  - ◆ **Proprietary Database content**
    - ◆ Part numbers are different
    - ◆ Code Identifiers are different (e.g., shop ID, adjuster codes)
    - ◆ Data mismatches



# Major Challenges with X-to-Y

- Estimating Systems were not designed for interchangeability
  - ◆ “P-Page” Logic is proprietary
    - ◆ Inside-out vs. Outside-in
    - ◆ “Included” operations and overlap are different
    - ◆ Vehicle identification drives P-Page Logic and parts



# Major Challenges with X-to-Y

- **Estimating Systems were not designed for interchangeability**
  - ◆ **Information providers built tight integration between their Estimating and Communication Systems to deliver automated claims workflow process solutions**



# Major Challenges with X-to-Y

- **Estimating Systems were not designed for interchangeability**
  - ◆ **EMS provides interchangeability with Shop Management systems, not for Estimate creation**
    - ◆ EMS is not designed as an Input file to create an Estimate



*What should the  
Electronic  
Communications  
Committee  
focus on trying to  
solve next?*



# EC Committee Next Steps?

Option # 1: Stay the course

*Don't work on anything new  
until the information providers  
deliver solutions to eliminate  
X-to-X Estimate rekeying*



# EC Committee Next Steps?

## Option # 2: X-to-X Supplement Communication Process

*Allow electronic communication  
of supplements from a  
non-DRP estimate or  
from a transferred Estimate*



# EC Committee Next Steps?

Option # 3: X-Y without  
P-Page Logic

*Transfer all Administrative  
and Estimate Line Data  
from X-to-Y  
with all estimate lines  
flagged as a manual entry*





# EC Committee Next Steps?

**Option # 4: X-to-Y with  
Administrative Info only**

***Transfer all  
Administrative Data  
from X-to-Y***

***NOTE: Can be facilitated today by most  
Shop Management Systems***



# EC Committee Next Steps?

**Option # 5: X-to-Y with  
P-Page Logic**

*Transfer all Administrative  
and Estimate Line Data  
from X-to-Y  
and enable P-Page Logic*



# EC Committee Next Steps?

## Option # 6: Something Else?

*Focus on solving  
a new or different problem  
other than  
Estimate Rekeying*



***Give Us Your Input!***

***Survey Results  
will be used as input  
at the January 2006  
CIC Planning Meeting***



# Questions?



# Thank You!