



# **Information Technology Committee**

**Washington DC  
June 2004**



# IT Committee Members

***Fred Iantorno***

CIECA

***Cindy Schnier***

VeriFacts Automotive

***Russell Thrall***

ABRN & CollisionWeek

- Tom Adams
- John Blake
- Mike Condon
- Barry Dorn
- Jim Guthrie
- Brian Hemker
- David Horrocks
- Scott Jenkins

- Curt Jingle
- Brent Johnson
- Mark Kovacs
- David McCreight
- Rose Morrow
- Rick Palmer
- Joyce Schuenke
- Kevin Weidinger



# Today's Topic

## Exchanging Estimate Information

Part 1: Same Estimating  
Platform

**In Las Vegas in November:**

Part 2: Different Estimating  
Platform

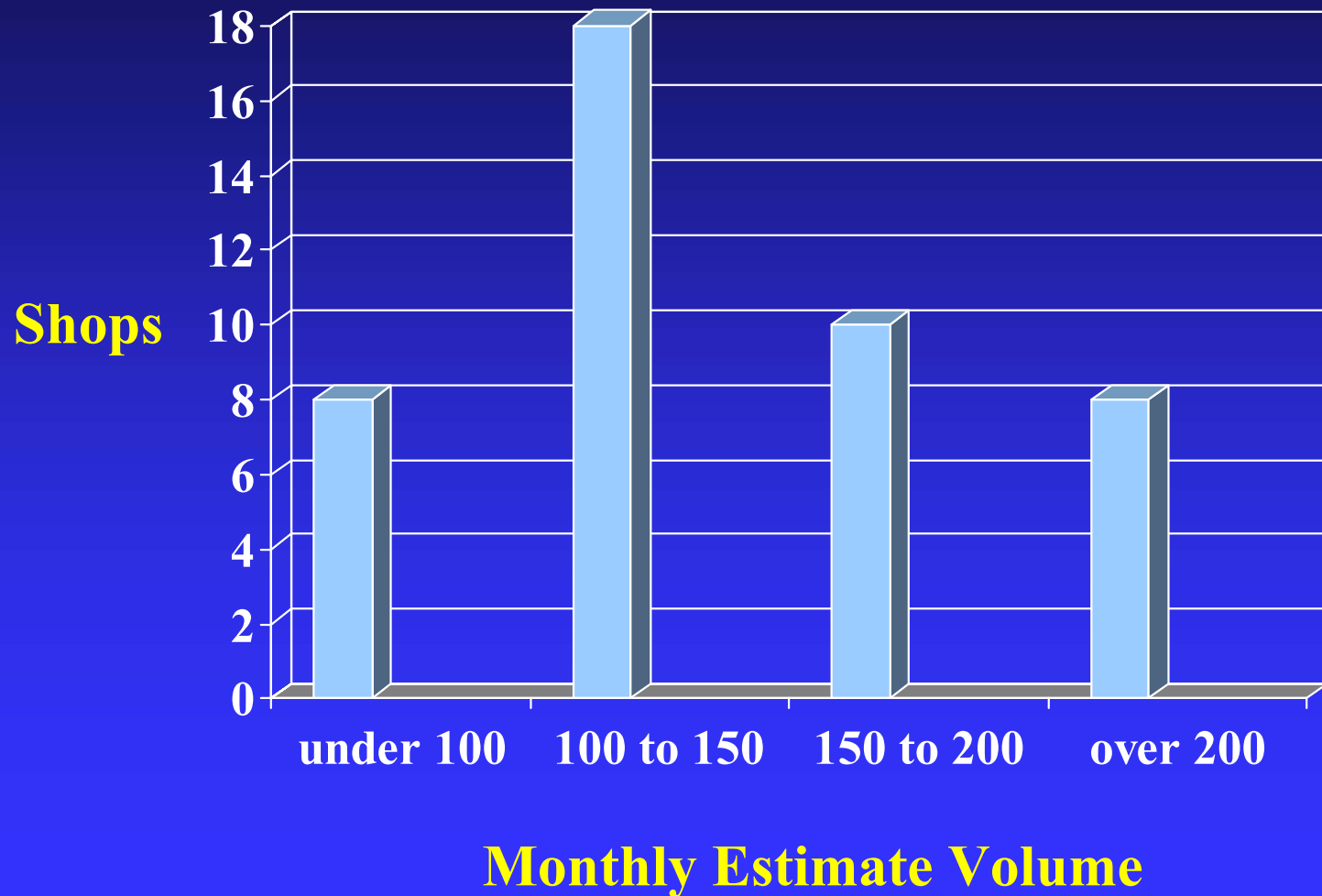


# Research

- We did a Survey to quantify how much time is spent re-keying Estimates
- Results:
  - ◆ 44 returned surveys
  - ◆ Not enough data to be statistically valid, but results still interesting



# Survey covered shops of all sizes





# How many different estimating systems do you have?

**50%** of the shops had **one**

**29%** of the shops had **two**

**21%** of the shops had **three**

Tracks closely with a recent  
CollisionWeek Survey of  
**61%, 29% and 10%, respectively**



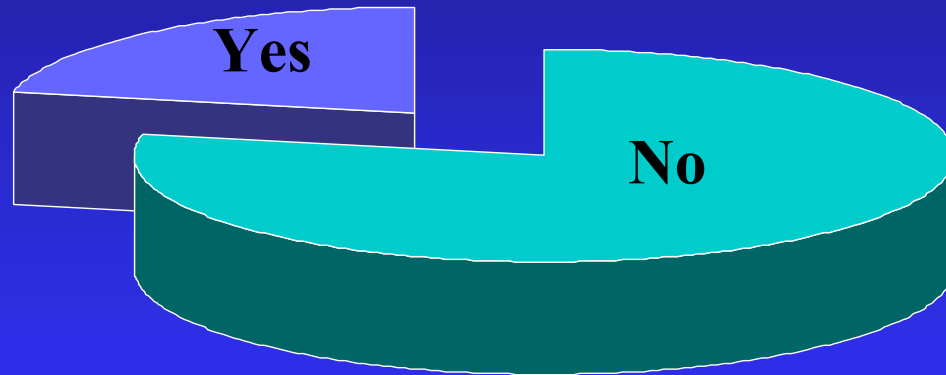
# Monthly Estimates that Require Re-keying

28%

Yes

No

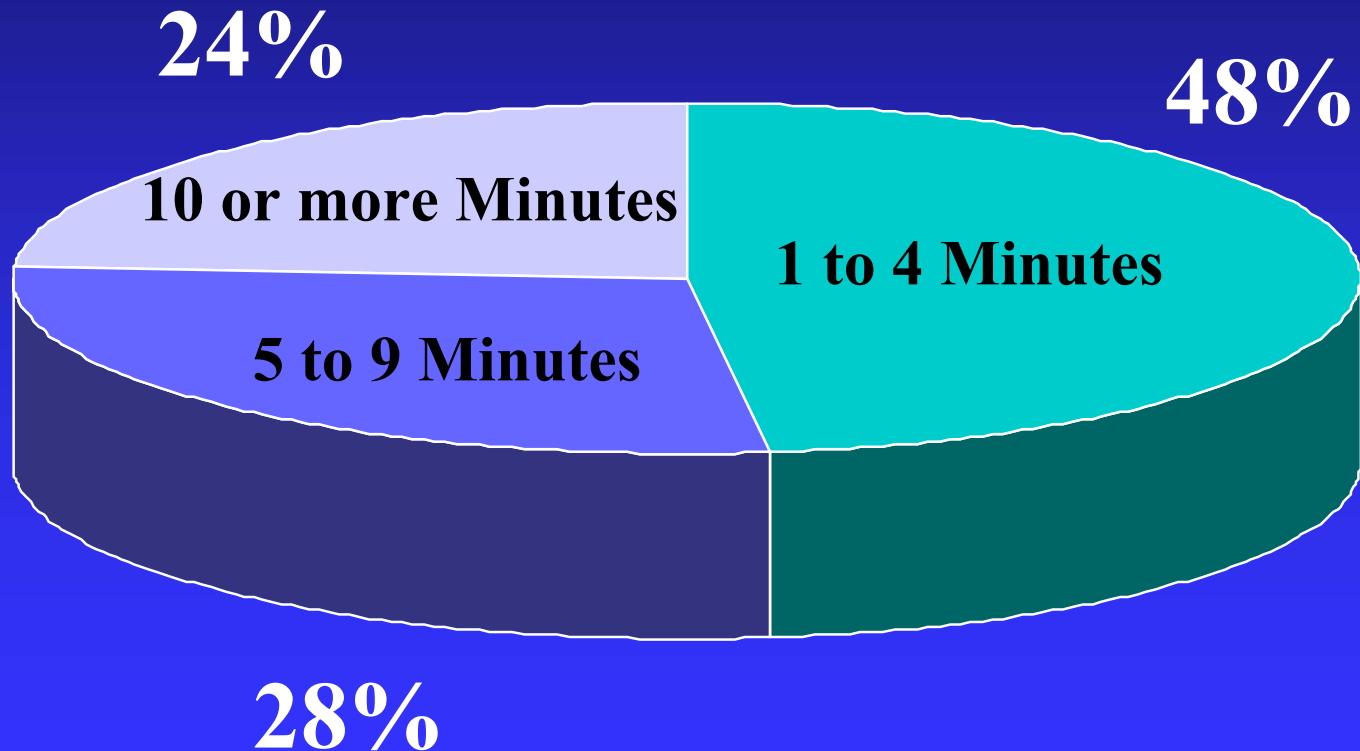
72%





# Re-keying Administrative Data

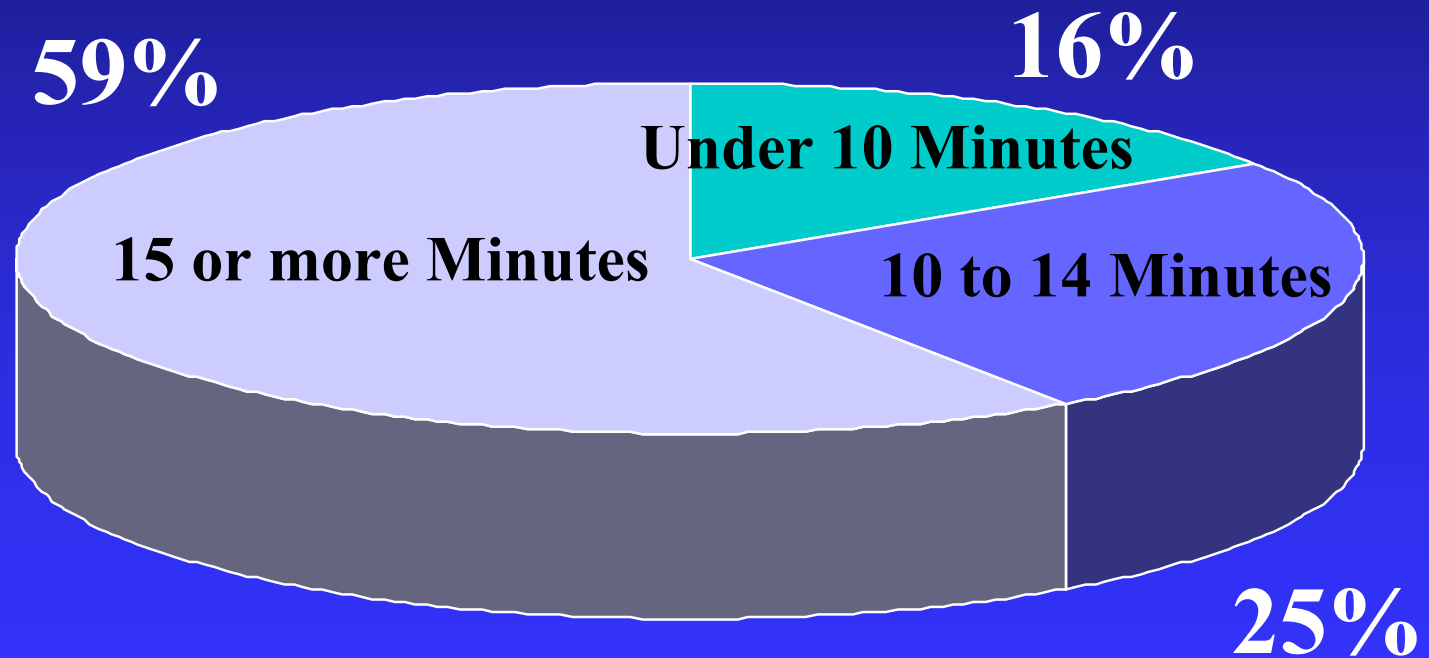
## Average 5.75 Minutes per Estimate





# Re-keying Estimate Data into SAME Estimating System

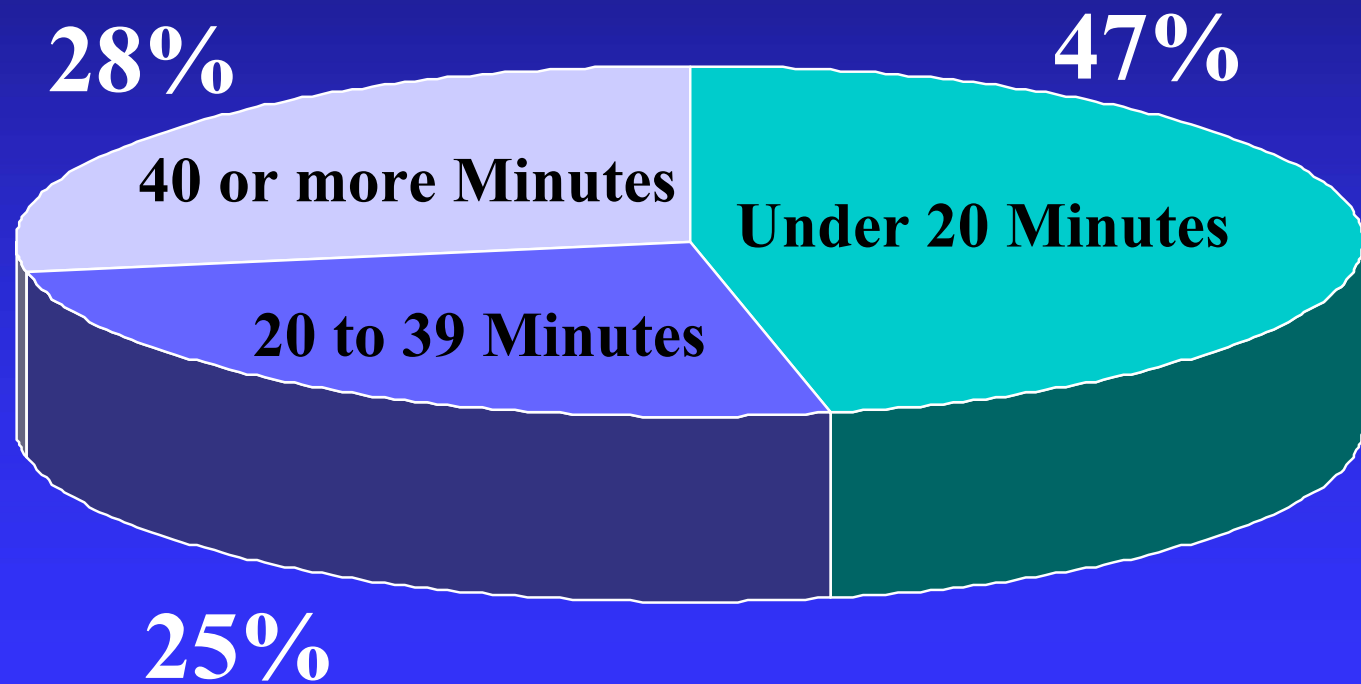
Average 15.35 Minutes per Estimate





# **Re-keying Estimate Data into DIFFERENT Estimating System**

**Average 27.34 Minutes per Estimate**





# Summary

	Re-keying Data	
	<u>Same</u>	<u>Different</u>
<b>Administrative Data</b>	<b>5.75</b>	<b>5.75</b>
<b>Estimate Data</b>	<b><u>15.35</u></b>	<b><u>27.34</u></b>
<b>Total</b>	<b>21.10</b>	<b>33.09</b>

**On Average  
Re-keying an Estimate  
takes 27 Minutes**



# Assumptions

- 9 Million claims per year
- 28% are re-keyed
- \$20/hour
- 21 minutes to re-key an estimate into the SAME estimating system



# Impact on the Collision Repair Industry

**2.52 Million Estimates  
Re-keyed each year**

**Costing the industry  
*a minimum* of  
\$17,640,000 each year**

Figures based on assumptions from previous slide



# Questions

- Does the industry realize the extent of the problem?
- How has this problem been addressed?
- What are the business or technical issues regarding why this problem has not yet been solved?

**Remember: Today, we're only addressing issues with the SAME estimating system**



# Panelists

- Repairer - Chuck Sulkala
- ADP - Scott Jenkins
- CCC - Bruce Yungkuns
- Mitchell - Chad Taylor
- Scene Genesis - John Blake
- California Casualty - Michael Lloyd



## *What if.....*

When a consumer receives a printed estimate, they are given a “key,” either printed on the estimate or otherwise, which authorizes the electronic estimate to be released to a shop of the consumer’s choice. The estimate is then uploaded to a “trusted third-party repository.” When the consumer goes to the shop with the printed estimate, the shop can access the “trusted repository” using their repairer ID and pull down the electronic version of the estimate using the consumer’s key. Only registered repairers would be able to access the estimate repository.



# Thank You!

**Coming in November:**

**Issues with  
exchanging estimate data  
between DIFFERENT  
estimating systems**