

## *Collision Industry Conference*

**GROUP:** Information Technology Committee  
**EVENT:** Teleconference  
**DATE/TIME:** February 20, 2004 - 10AM Central

<b>PARTICIPANTS:</b>	<b>Name</b>	<b>Company</b>
	1. Tom Adams	OEConnection LLC
	2. John Blake	Scene Access
	3. Jim Guthrie	ARMS
	4. Brian Hemker	Enterprise Logistics
	5. Fred Iantorno	CIECA
	6. Kurt Jingle	ARMS
	7. Brent Johnson	Chief Automotive
	8. Mark Kovacs	ProcessClaims
	9. Rick Palmer	ComputerLogic
	10. Cindy Schnier	CLAS Consulting, LLC
	11. Russ Thrall	ABRN/CollisionWeek

### **PROPOSED AGENDA:**

1. Introductions
2. Antitrust Statement
3. Review our assigned topics for 2004
4. Schedule the presentations
5. Next Steps
6. Adjourn

### **MEETING MINUTES:**

1. Since there were new participants on the committee, the Anti-Trust Statement was read: ***“As participants in this meeting, we need to be mindful of the constraints of the antitrust laws. There shall be no discussions of agreements or concerted actions that may restrain competition. This prohibition includes the exchange of information concerning individual prices, rates, coverages, market practices, claims settlement practices, or any other competitive aspect of an individual company’s operation. Each participant is obligated to speak up immediately for the purpose of preventing any discussion falling outside these bounds.”*** All participants agreed to comply.
2. We reviewed the Committee member list for 2004 and introduced new members John Blake and Brent Johnson. **Please review your information below to ensure this is how you’d like it to appear on CIC’s website** and respond to Cindy ASAP if you’d like changes. If you’ve already requested changes, please confirm the changes have been incorporated properly.

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**2004 CIC IT Committee Members**

	<b>Name</b>	<b>Company</b>	<b>E-Mail</b>	<b>Phone</b>
1	Fred Iantorno*	CIECA	<a href="mailto:fred@cieca.com">fred@cieca.com</a>	847-498-6945
2	Cindy Schnier*	CLAS Consulting, LLC	<a href="mailto:clschnier@aol.com">clschnier@aol.com</a>	630-527-9660
3	Russell Thrall*	ABRN/Collision Week	<a href="mailto:russ@thrall3.com">russ@thrall3.com</a>	570-992-7635
4	Tom Adams	OEConnection LLC	<a href="mailto:tom.adams@oeconnection.com">tom.adams@oeconnection.com</a>	330-523-1835
5	John Blake	Scene Access	<a href="mailto:jwblake@sceneaccess.net">jwblake@sceneaccess.net</a>	585-387-9883
6	Mike Condon	Allstate	<a href="mailto:mco2u@allstate.com">mco2u@allstate.com</a>	847-402-6234
7	Barry Dorn	Dorn's Body & Paint	<a href="mailto:bdorn@dornsbodypaint.com">bdorn@dornsbodypaint.com</a>	804-746-3928 x 105
8	Jim Guthrie	ARMS	<a href="mailto:jimg@nuarms.com">jimg@nuarms.com</a>	800-710-2767
9	Brian Hemker	Enterprise Logistics	<a href="mailto:bhemker@enterprise-logistics.com">bhemker@enterprise-logistics.com</a>	614-488-6250
10	David Horrock	B&H Automotive	<a href="mailto:b_h_automotive@usa.net">b_h_automotive@usa.net</a>	816-436-2662
11	Curt Jingle	ARMS	<a href="mailto:cjingle@nuarms.com">cjingle@nuarms.com</a>	800-710-2767
12	Brent Johnson	Chief Automotive	<a href="mailto:johnsonb@chiefautomotive.com">johnsonb@chiefautomotive.com</a>	308-384-9747
13	Mark Kovacs	ProcessClaims	<a href="mailto:mark.kovacs@processclaims.com">mark.kovacs@processclaims.com</a>	310-937-4040 ext 1047
14	David McCreight	Collision Resources	<a href="mailto:david@collisionresourcesinc.com">david@collisionresourcesinc.com</a>	913-980-9807
15	Rick Palmer	ComputerLogic	<a href="mailto:rpalmer@computerlogic.com">rpalmer@computerlogic.com</a>	478-474-5593 x 190
16	Bob Smith	Storm Appraisal	<a href="mailto:storm-pro@worldnet.att.net">storm-pro@worldnet.att.net</a>	816-254-9900
17	April Turner	ADP	<a href="mailto:april_turner@adp.com">april_turner@adp.com</a>	800-366-4237 x 2587
18	Kevin Weidinger	OEConnection LLC	<a href="mailto:kevin.weidinger@oeconnection.com">kevin.weidinger@oeconnection.com</a>	330-523-1840

\*Co-Chair

3. We reviewed the topics which were assigned to the IT Committee at the 2004 CIC Planning Meeting in Palm Springs last month. The topics assigned were:

- (a) Add links from CIC website to OEM Service Information websites
- (b) Inability to import an estimate into an alternate estimating system; eliminate barriers between systems to avoid data re-keying
- (c) Update on EMS Improvements

4. Regarding topic **(a) Links from CIC website to OEM Service Information websites:**

- Fred has already incorporated the OEM Information website links into the new Resource Center section of CIECA's website. The website information was found on NASTF.org.
- We reviewed the "Industry Links" section of CIC's website to determine where the OEM Service Info links should be added to CIC's website. Fred indicated that many of the links on CIC's "Industry Links" page are slated to be incorporated into CIECA's Resource Center section. After discussion, Fred committed to incorporating and testing all of the resource-related links from CIC's website into the CIECA Resource Center within the next 30 days. It was suggested that the "Industry Links" link on CIC's homepage should be directed to CIECA's Resource Center page after the Resource Center updates have been made. This would eliminate duplicate effort maintaining the same information on both CIC and CIECA's websites.
- There is one section of CIC's Industry Links that CIECA will not be incorporating into the Resource Center. That is the "CIC Web Site &

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Communications Sponsors” page which contains links to CIC member company’s websites. It is suggested that CIC move this link to the CIC homepage.

- Cindy agreed to write an e-mail to CIC about our recommended changes to CIC’s homepage links. Regardless of whether those changes are incorporated, CIECA’s Resource Center will be updated to include all of the non-member-related, general industry links on CIC’s website.

5. Regarding topic **(b) Inability to import an estimate into an alternate estimating system; eliminate barriers between systems to avoid data rekeying:**

- The group reviewed the administrative impact on the shop having to re-key an insurance or independent appraiser (IA) estimate into their estimating system when the shop gets the job or the shop needs to write a supplement. Numerous scenarios were discussed, but the basic issue appears to be that estimates written on an insurer or IA system are often not or can not be transmitted electronically to the shop, thus causing the shop to re-key the entire estimate.
- It became apparent that besides the obvious challenges related to importing an estimate from one estimating platform into another, there’s a more basic problem simply importing an insurer’s or IA’s estimate into the shop’s estimating system, even when both the insurer and the shop (or the IA and the shop) are using the same estimating platform.
- It was decided that this topic needs to be covered in 2 different parts: the first part dealing with communication between the SAME estimating system and the second dealing with communication between DIFFERENT estimating systems.
- It was also brought up that there should be no technical reason why administrative information on the estimate (such as owner’s name, vehicle, VIN, etc.) can not be shared between an insurer and a shop electronically, even if the entire estimate detail can not be shared. Eliminating the need to rekey the administrative data would be helpful to shops, although not as helpful as getting the entire estimate to eliminate re-keying all together.
- It was decided that the first part (same systems) will be presented at the June 9-10 meeting in Washington DC and the second part (different systems) will be addressed at the November meeting in Las Vegas.
- To get started on Part 1:
  - Russ agreed to draft the scenarios commonly found with exchanging estimate information. This will be used as a basis to gather input from the information providers and other service providers in the industry. Some of the information gathered will include how the scenario is handled, software requirements, procedural or technical requirements, costs, limitations, etc. We will handout a flyer/document at CIC in Nashville to gather this information and get feedback from a broad audience.
  - After we’ve reviewed the information gathered, we will likely ask the information providers, and potentially other service providers, to explain

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their system capabilities. Ideally, we would have a “Show and Tell” presentation in Washington DC and allow the software companies to demonstrate their ability to exchange estimate information during the CIC meeting.

6. Regarding topic (c) **Update on EMS Improvements:**
  - Fred outlined that CIECA is currently updating the EMS standard to utilize XML. There are numerous benefits to the shop which need to be highlighted.
  - This topic will be reviewed in a non-technical manner at the August CIC meeting in Chicago (in conjunction with I-Car).
7. In addition to the three topics assigned by the CIC Planning Committee, Fred would like to present information regarding CIECA’s 2004 Strategic Plan at one of the CIC meetings. We will request that Fred get 15-20 minutes on the CIC agenda in Nashville on April 8-9 for this purpose.
8. In summary, our IT Committee presentation schedule for 2004 will be:

<b>Date</b>	<b>Place</b>	<b>Topic</b>
April 8/9	Nashville	CIECA 2004 Plan Update
June 9/10	Washington, DC	Part I: Exchanging Estimate Information – Same Estimating Platform
August 4/5	Chicago (I-Car)	Update on EMS Improvements
November 2	Las Vegas (NACE)	Part II: Exchanging Estimate Information – Different Estimating Platforms

9. We setup the next two teleconferences to prepare us for Nashville. They will be held Friday, March 12<sup>th</sup> and Friday, April 2<sup>nd</sup> at 1pm Central time.
10. The meeting adjourned at 11am.

**NEXT STEPS/ACTION ITEMS:**

1. Cindy will distribute the teleconference minutes to committee members.
2. Fred will update CIECA’s Resource Center to include the industry links currently available on CIC’s website.
3. Cindy will send a note to Roger Wright requesting 20 minutes on the April 8/9 CIC agenda in Nashville for Fred to make a presentation entitled “CIECA 2004 Plan Update.”
4. Cindy will send an e-mail to Roger Wright, Jeff Hendler, Jordan Lewis and the CIC Marketing Committee Co-Chairs (Stacy Bartnik, Bruce Cooley & Guy Bargnes) with our recommended changes to the Industry Links on CIC’s website.

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5. Everyone will review their IT Committee member information to be posted on CIC's website and let Cindy know by Friday, 2-27 if you'd like changes.
6. Fred will draft his presentation for Nashville and distribute it for review prior to the next teleconference.
7. Russ will draft the estimate exchange scenarios and distribute it for review prior to the next teleconference.

**NEXT SCHEDULED TELECONFERENCE(s):**

<b>Date(s):</b>	Friday, March 12, 2004 and Friday, April 2, 2004
<b>Time:</b>	1pm Central
<b>Dial-In Number:</b>	512-225-3050
<b>Passcode:</b>	80561
<b>Anticipated Duration:</b>	1 hour
<b>Agenda:</b>	<ul style="list-style-type: none"><li>• Review draft of Fred's presentation for April/Nashville</li><li>• Review draft of scenarios Russ is developing for the handout in April/Nashville</li></ul>