

Collision Industry Conference

GROUP: Information Technology Committee
EVENT: Teleconference
DATE/TIME: May 7, 2004 – 9am Central

2004 CIC IT Committee Members				
Name	Company	E-Mail	Phone	
1	Fred Iantorno*	CIECA	fred@cieca.com	847-498-6945
2	Cindy Schnier*	CLAS Consulting, LLC	clschnier@aol.com	630-527-9660
3	Russell Thrall*	ABRN/Collision Week	russ@thrall3.com	570-992-7635
4	Tom Adams	OEConnection LLC	tom.adams@oeconnection.com	330-523-1835
5	John Blake	Scene Access	jwblake@sceneaccess.net	585-387-9883
6	Mike Condon	Allstate	mco2u@allstate.com	847-402-6234
7	Barry Dorn	Dorn's Body & Paint	bdorn@dornsbodyandpaint.com	804-746-3928 x 105
8	Jim Guthrie	ARMS	jimg@nuarms.com	800-710-2767
9	Brian Hemker	Enterprise Logistics	bhemker@enterprise-logistics.com	614-488-6250
10	David Horrock	B&H Automotive	b_h_automotive@usa.net	816-436-2662
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12	Brent Johnson	Chief Automotive	johnsonb@chiefautomotive.com	308-384-9747
13	Mark Kovacs	ProcessClaims	mark.kovacs@processclaims.com	310-937-4040 ext 1047
14	David McCreight	Collision Resources	david@collisionresourcesinc.com	913-980-9807
15	Rick Palmer	ComputerLogic	rpalmer@computerlogic.com	478-474-5593 x 190
16	Scott Jenkins	ADP	scott_a_jenkins@adp.com	309-664-0848
17	Kevin Weidinger & Rose Morrow	OEConnection LLC	kevin.weidinger@oeconnection.com	330-523-1840

*Co-Chair

Yellow highlight indicates participation in this teleconference

2004 IT Committee Presentation Schedule		
Date	Place	Topic
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

PROPOSED AGENDA:

1. Introductions
2. Antitrust Statement
3. Approve previous minutes
4. Review the IT survey results
5. Start planning for the June meeting
6. Next Steps
7. Adjourn

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MEETING MINUTES:

1. Fred read the Anti-Trust statement and all participants agreed to comply. Cindy agreed to be the note taker.
2. The minutes from the previous teleconference were approved.
3. Scott Jenkins from ADP has been added to the CIC website replacing April Turner on this committee. Bob Smith has left the committee. If others are interested in joining the committee, they should e-mail Cindy.
4. Our IT Committee presentation at the June meeting in Washington DC is scheduled for the first day (Wednesday) and we've been allotted 40 minutes.
5. The Survey we developed was distributed at the Nashville CIC meeting and then again via Collision Week. John Blake collected the surveys and tabulated the results.
6. We reviewed the survey results presentation John developed. Out of the 30 surveys received, 22 had sufficient data to be included in the results. Discussion ensued regarding whether 22 surveys was a statistically relevant amount of data. Although we agreed it was not, the group determined it is worth presenting since even the limited amount of data supports the problem of data re-keying. A caveat will be included in the beginning of the presentation to acknowledge the sample size is small, but the results are interesting. The survey sent out from Collision Week requested a May 15th return date, so additional surveys may be included in the final presentation. It was noted the estimating system percentages from our survey closely aligned with the figures from a recent CollisionWeek survey which included significantly more data. Besides the cost-per-claim estimates John cited on the last slide, other figures will also be included, such as an aggregate industry cost, based on 9.5 million repaired units/year (multiplied by 26% paper estimates), etc. John will update the presentation and distribute it prior to the next teleconference.
7. Discussion ensued about how to transition from the survey results into the panel discussion and what we want to get out of the discussion. It was agreed we don't want to come out with "we have a problem" since we already know that. We want to focus on how to solve the problem, not why it can't be done. It was determined we'd start by asking the panelists questions such as (specific questions will be developed):
 - Do you realize this was the extent of the problem?
 - Has your company addressed this issue? If so, how?
 - What are the business or technical issues regarding why this problem has not yet been solved or why it still exists?

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8. The group brainstormed on a potential solution to the problem. The group came up with the following possible scenario:

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 his/her 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.

What do you think?

9. Regarding the panelists, it was agreed we should invite the 3 information providers, a claims handling company, some insurers and a repairer.
 - Russ will contact CCC and Mitchell to participate. Scott from ADP was on the call, so they're already covered.
 - Since Chuck Sulkula addressed this issue in December 1988 through a CIC presentation entitled "Expanding EDI and EC Beyond Direct Repair Facilities" and since Massachusetts has no DRP, Russ will invite Chuck to participate on the panel.
 - Fred will contact State Farm, Allstate and Nationwide to participate on the panel.
 - Enterprise Logistics will be the claims handling company on the panel since the last time ProcessClaims won the toss for who got to participate on the panel.
10. Rick Palmer volunteered to moderate the panel discussion.
11. The next teleconference is scheduled at 9am on Tuesday, May 18. Another teleconference will be held on Friday, June 4th at 9am.
12. The meeting adjourned at 10:10 am.

NEXT STEPS/ACTION ITEMS:

1. Cindy will distribute the teleconference minutes to committee members.
2. John will update the survey portion of the presentation with today's comments and distribute it.
3. Russ will contact CCC, Mitchell and Chuck Sulkula to invite them to participate on the panel.

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4. Fred will contact State Farm, Allstate and Nationwide to invite them to participate on the panel discussion.

NEXT SCHEDULED TELECONFERENCE(s):

Date(s):	Tuesday, May 18, 2004 and Friday, June 4th, 2004
Time:	9am Central
Dial-In Number:	512-225-3050
Passcode:	80561
Anticipated Duration:	1 hour
Agenda:	<ul style="list-style-type: none">• Review panel participants• Review updates from John on Survey results• Get an update on panel participants• Develop panelist questions• Continue planning for the June meeting