

# CIECA

Collision Industry Electronic Commerce Association

Presented by Frank LaViola &  
Fred Iantorno  
April 8, 2015



# Today's Agenda

1. Who is CIECA?
2. What are CIECA Standards?
3. What value do standards have for you and your organization?

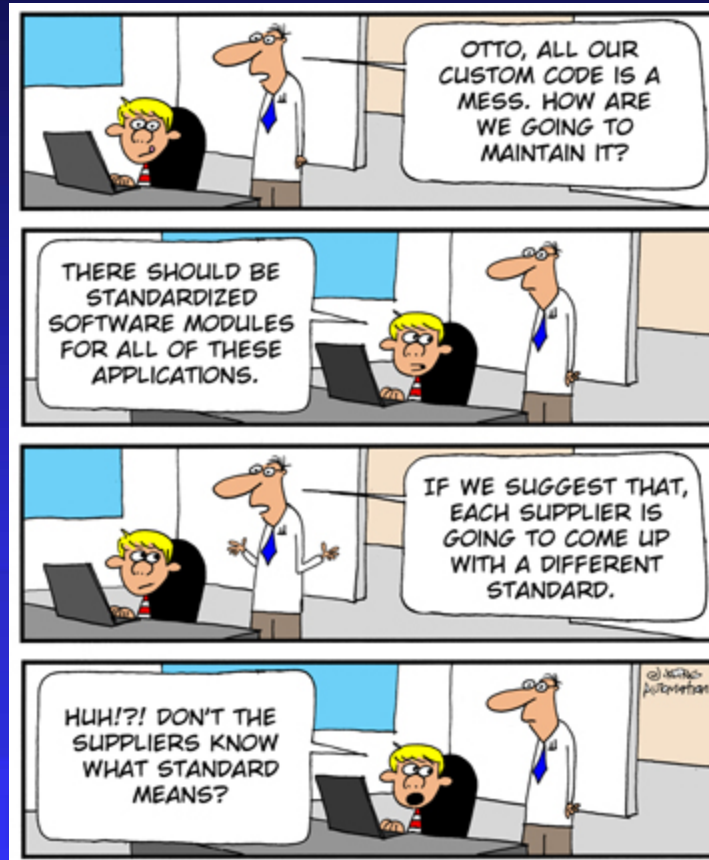


# **CIECA – Our Mission & Vision**

**CIECA develops electronic communication standards that allow the Collision Industry to be more efficient.**

**It is CIECA's Vision to have an eCommerce enabled collision Industry that allows all industry segments to communicate electronically, independent of platform or software used.**





# Who is CIECA?

- Not-for-Profit incorporated in 1994
- Governed by a Board of Trustees
  - ◆ Industry segment representatives
- Standards are written by the member company volunteers
- Volunteers: from the business side and the technical side of companies

# CIECA's Membership Profile

- 80% Business & 20% Technical (Volunteer profile)
- Repairers – 19%
- Insurers – 17%
- General Services – 13%
- Parts & Materials – 12%
- Information Providers – 33%
- Other/Related – 7%

# CIECA's Board of Trustees

Allstate Insurance - Jeff Waack

Automotive Service Association - Roy  
Schnepper

AudaExplore, A Solera Company - Scott Jenkins

AVIS/Budget - Mark Osbourne

Axalta Coating Systems - Troy Weaver

California Casualty Management - Michael  
Lloyd

CCC Information Services - Mark Kovacs

Computer Logic, Inc. - Richard Palmer

Copart - Jerry Sullivan

Enterprise Rent A Car - Frank LaViola

Everest Partners - Robert Turchan

Fix Auto USA - Erick Bickett

Gerber Collision & Glass - Tim O'Day

PerformanceGateway - Leslie Szyborski

The Hertz Corporation - Ron Campney

Insurance Auto Auctions - Steve Betley

Keystone Automotive - Mike Marlowe

Mitchell International - Phil Martinez

Nationwide Insurance - Eugene Muller

Safelite Solutions, LLC - Kathy Goddard

State Farm Insurance - Ed Weidmann

Society of Collision Repair Specialists - Paul Krauss



# CIECA Membership

13 Fortune 500 Companies are CIECA members

(Partial List)

- **Insurers**

- AAA
- Allstate Insurance
- California Casualty
- Commerce Insurance
- Consumers Insurance
- Employers Mutual
- eSurance
- Farmers Insurance
- GMAC Insurance
- Liberty Mutual
- Nationwide Insurance
- Progressive Insurance
- Sentry Insurance
- State Farm Insurance
- USAA

- **Information Providers**

- Audatex Claims Solutions
- Car-Parts.com
- CCC Information Services
- Mitchell International
- Performance Gateway
- SummitCRS

- **Associations**

- AAIA
- ACORD
- ARA
- ASC X12
- ASPA
- OTA
- STAR

- **Rental**

- AVIS/Budget
- Enterprise
- Hertz

- **Parts & Materials (& Recyclers)**

- Axalta
- BASF
- Copart
- Keystone Automotive
- Safelite
- Total Resource Auctions

- **Repairers**

- ABRA
- CarStar
- Craftsman Auto Body
- Fix Auto
- Gerber
- Pride Auto Body
- Service King
- ASA, CAA, SCRS



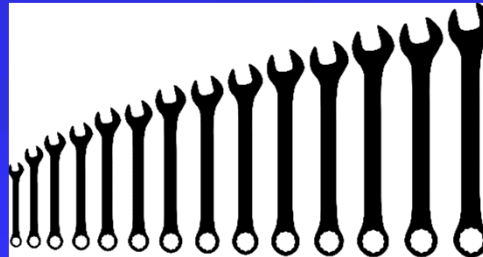


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Standards are all  
around us,  
and, have  
been since 1



# Why are CIECA Standards necessary?

- Important to share data
- Data Exchange Using The Same Method & Format
- Not everyone exchanges data in the same manner
- Creates Efficiency For Collision Repairer

Vehicle Data

Status: Needs Update

Contract Number  
Bill-To Company

Note or Remark  
Notes are sent to the Bill-To Company

Repairs in Progress

- Vehicle just arrived at shop
- Disassembly/Tear Down
- Body Work in Progress
- Paint Work in Progress
- Detail Work in Progress
- Mechanical Work in Progress
- Reassembly
- Vehicle complete, waiting for Payment
- Waiting to be assigned to production
- Quality Inspection
- Repair On Hold
- Estimate

Waiting For Authorization To Repair

- Hold Waiting on Insurance Authorization
- Hold Waiting on Customer Authorization

Waiting On Parts

- Waiting on Parts
- Supplemental Damage Found
- Parts On Back Order
- Searching for LKQ/Aftermarket Parts
- OEM Wrong Parts Delivered
- LKQ/AM Wrong Parts Delivered

Non-Parts Delay

- Additional Repair Required - Shop Pay
- Other
- Weather Related Delay
- Sublet Work Waiting on Vendor
- Revised Target Date from Shop

Completion Date Confirmed/Reduced

- Repairs Completed Ahead of Schedule
- Vehicle On Track For Current Completion Date

Total Loss

- Vehicle Is A Total Loss

Vehicle Complete

- Vehicle complete, customer not contacted
- Customer Notified, Waiting for Pick-Up
- Waiting on Customer to Pick Up Vehicle
- Vehicle has been picked up by customer

Vehicle Not At Repair Shop

- No record of this customer
- Vehicle came to shop for appraisal only
- Customer elected not to repair vehicle
- Vehicle picked up by another body shop
- Vehicle picked up by salvage pool
- Assignment Sent, Waiting on Vehicle
- Vehicle transferred locations

Quick Updates

- Complete Today
- On Track for Mar 20, 2015

next vehicle.

submit

# What are CIECA Standards?

- EMS (Estimating to Management System)
- BMS (Business Message Suite)

# What are CIECA EMS Standards?

EMS = Estimating to Management Standard

- EMS – Vintage 1994-2002
- EMS was originally developed to move an estimate from the Estimating system to Management system within the same repair facility
- EMS is CIECA's Legacy Standard



# The EMS is CIECA's Legacy Standard



# CIECA EMS Standards

















- By 2000, EMS was being used for much more than its original intent
- It was now being transmitted between companies
- As a result, there were/are issues of **privacy**, **security**, and **confidentiality**
- EMS transmits **all the data** and not just data to perform the business function



# EMS replaced by BMS

- In 2003, BMS (Business Message Suite) was conceived as a total replacement of the EMS, PLUS
- One Standard for small and large systems/businesses
- New “BMS” has been developed using today’s technology
- **BMS transmits ONLY the required data fields**

# BMS = Business Message Suite

Dispositions 57 	Parts & Materials Procurement 18 	Repair Orders 16 	Vehicle Repair Status 15 
Invoices, Statements, Remittances 14 	Assignments 16 	Estimates 2 	Car Rental Authorization 2 
Car Rental Locations 3 	CSI Surveys 14 	Attachments 2 	Total Loss Valuations 6 
Vehicle Titling 4 	Claims Folders 1 	Subrogation Status 18 	Scheduling 6 

EMS

# What are CIECA BMS Standards?

- 16 BMS Business Functional Areas
- Currently, 194 BMS messages (Release 2014R2)

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# What's in it for you ?

- If you want to survive, data sharing must be part of your strategy.
- Do you want to be more efficient with your existing partners?
- Do you want to reach as many new partners as possible?
- Do you want to serve your customers better?

# What Benefit Does CIECA Membership offer ?

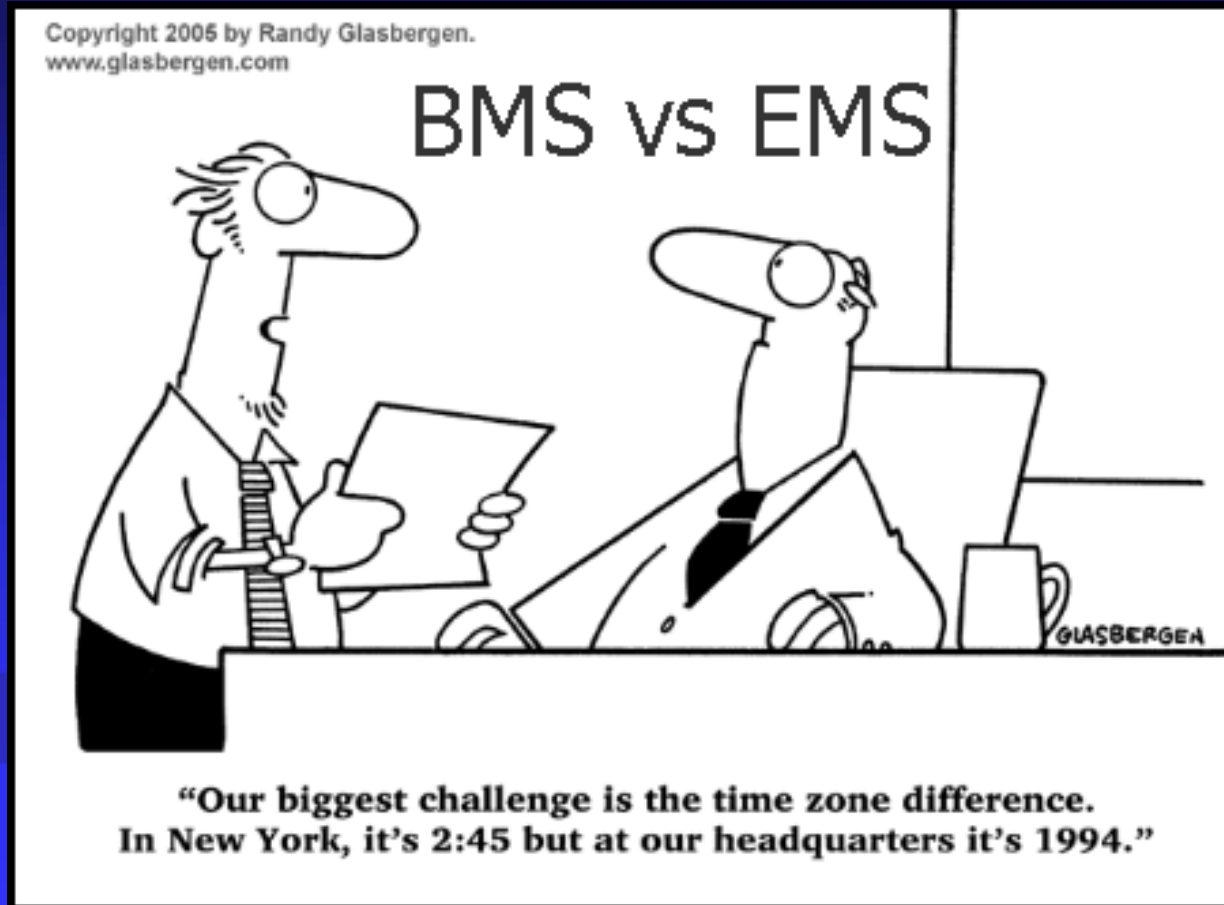
- You get the standards!
- You get an equal voice in creating them!
- You help create a better, stronger and more effective industry!

# Reasons why companies need the BMS

- More effectively manage private data
  - Fulfill your obligation to protect private data
  - Privacy is a legal obligation and a major concern
  - BMS allows companies to share only the required data with your trading partners
- Reduce/Eliminate redundant data entry
- Allow companies to use systems of choice to best run their business
- Provide industry standard for a broad set of data (versus narrow EMS)



# The Path to BMS Implementation







# The Path to full BMS Implementation

The Migration Process is not disruptive

Not expensive

Little to no training

At a manageable pace

# CIECA

Serving the Collision Industry for 20+ years

Open Discussion – Questions?

