



# **COLLISION INDUSTRY**

## **C O N F E R E N C E**



# **Open Industry Data Access and Sharing Task Force**

**Presented by:**  
**Co Chairs:**

**Mark Algie: 3M**

**Rick Palmer: Computer Logic**

**Dan Risley: Automotive Service Association (ASA)**

# Task Force Participants



Greg Horn (Hartford Inc)	Frank Laviola (Paul Davis)	Jack Rozint (Mitchell Int'l)
Keith Bell (Akzo Nobel)	Tom McGarry (Axalta)	Aaron Schulenberg (SCRS)
Scott Biggs (APN)	Don Mikrut (Audatex)	Fred Iantorno (CIECA)
Dave Braun (Nexsys)	Robb Young (10 Point Complete)	Chris Andreoli (Progressive Ins)
Rob Cooper (Parts Trader)	Frank Terlep (asTech)	Rick Tuuri (CIC Past Chairman Mentor)
Dean Ricciardulli (AllData)	Mike Gilliland (Auto House)	Daniel Friedman (EHI)
Chad Sulkala (Allstate Insurance)	Bill Lopez (OE Connection)	Jim Keller (1Collision)
Bert Kollinger (Kollinger Auto Body)	John Vito (Hertz)	Steve Seissman (Vehicle Owners Guide)
Vince Romans (The Romans Group)	Jeff Schroder (Car-Part.com)	Tom Julius (Car-Part.com)
Pat Blech (OE Connection)	Aimee Getty (Nexsys)	Bernie Allen (Nexsys)



# Mission Statement



*A forum where collision industry stakeholders come together to discuss issues, enhance understanding, find common ground and communicate possible solutions to the industry.*



**COLLISION INDUSTRY**  
CONFERENCE

# Anti Trust Statement



- Present today is attorney Patrick McGuire
- Patrick volunteered his time and expertise and attended the Task Force meeting with CCC at their HQ. THANK YOU PATRICK!

**It is understood that in today's session, we will not discuss any issues, which would violate antitrust guidelines.**

**Avoiding violations of the antitrust laws is the responsibility and legal obligation of the business owner and those in attendance. Any discussion of current prices or discounts with a competitor should be avoided. In our industry, this includes discounts, time, hourly rates charged to insurance companies, individuals, fleet owners, dealers or other shops for repairing vehicles.**

**Surveys of prices, discounts and costs are permissible, but only under strict guidelines and only if they are not part of a conspiracy to fix prices or to otherwise restrain trade. Cost studies, which lead to price-fixing or price-stabilizing agreements violate the antitrust laws.**

**Remember, the prices charged must be calculated and determined by the business owner alone. These prices should take into account the cost of doing business and include allowances for reasonable profit.**



**COLLISION INDUSTRY**  
CONFERENCE

# AGENDA – 45 MINUTES PLUS OVERTIME ?



- Recap of what has transpired up to including CIC Pittsburgh
- High level overview of the Task Force meeting at CCC's HQ
- CIC Task Force Vision and Position Statement
- CCC Presentation (15 min)
  - o Real world examples of workflow patterns
  - o Any changes as a direct result of the meeting and interactions with the Task Force
- Review of suggested solutions provided to CCC
- Q & A
  - Interview with CCC's Vice President of Market Solutions; Mark Fincher
  - Questions from the audience



# How Did We Get Here?

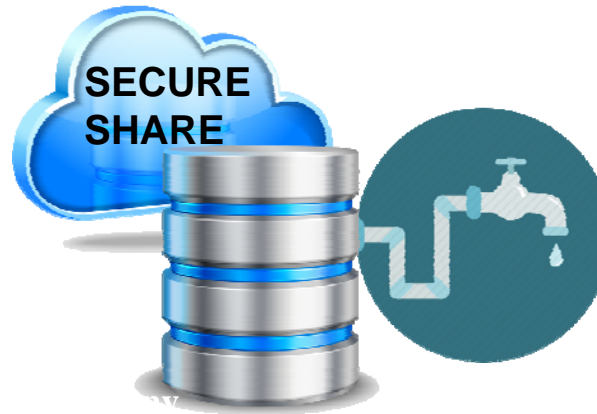


- **September 2016, CCC announces the following:**
  - They will migrate to the BMS collision repair data protocol
  - The EMS data standard will be sunset in April 2018

# Secure Share / BMS Process Flow

**22,000  
Collision Repairers**

BMS ESTIMATE DATA



- Shop management systems
- Parts procurement systems
- Marketing systems
- Data warehouse and reporting
- CSI companies
- Paint companies
- Equipment companies
- Insurance companies
- Repair info companies
- Online review companies
- Email companies
- Social media companies
- Rental car companies
- Repair status
- Claims management
- Material control
- Inventory management
- Etc...Etc...



**COLLISION INDUSTRY  
CONFERENCE**

# Why Was Task Force Created ?



- Evaluate and then present the ramifications of the BMS announcement by CCC
  - COMPLETED
- Evaluate and present other options than announced solution
  - OPEN
- Determine and develop industry education and communications
  - COMPLETED BUT REQUIRES ONGOING OUTREACH
- Develop and present industry position statement
  - COMPLETED





# What has the Task Force Accomplished To Date?



- Multiple Conference Calls
- Multiple Educational Presentations to Industry Participants
- CIC panel discussion (Pittsburgh CIC)
- Several email and phone conversations with CCC

# What has the Task Force Accomplished To Date?



- Requested CCC respond to several questions in writing.
- CCC responds to multiple sets of questions
- Face to face meeting between CCC and CIC Task Force
- CCC to present at today's meeting

# Recap Task Force Meeting at CCC's HQ



- The April BMS implementation date will not be delayed
- 5 app companies are approved and live
- 41 app companies are in queue
- Fees
  - Multiple uses of the data amongst apps within one company only pay one transaction fee
  - There is no charge for parts data.
  - CCC has not made a decision (transaction fees) on the financial and HR systems that will also use the data from CCC's estimating platform (i.e QuickBooks)



# Recap Task Force Meeting at CCC's HQ



- CCC One – Collision repairers can export to Excel. Shops can use the data per CCC's guidelines.
- Audatex and Mitchell estimates are not impacted. The process flow of the EMS will be the same and no transaction fee.
- CCC has agreed to create an Advisory Board to help address issues and possible value added benefits for APP providers.
- CCC is reviewing and considering revisions to contract terms based upon issues raised by the Task Force (i.e. termination clauses)



# Task Force Position Statement



The Database Task Force supports the choice to migrate from EMS to BMS. BMS provides repairers greater control over the data being shared with their strategic partners. Moreover, the Task Force supports the continuation of the unobstructed flow of data amongst all the industry stakeholders. CIECA and other industry stakeholders have established a precedent that facilitates bi-directional data exchange in a free and open marketplace.

Any 3<sup>rd</sup> party that restricts or prevents industry stakeholders from accessing or using the data generated and permitted by the collision repair facility and industry stakeholders will adversely impact the industry. In addition, it will inhibit advancements in technology, restrict competition and adds cost into the marketplace. Technological advances should enable sophisticated, secure, and more collaborative data usage, not impede industry progress.

# Task Force Vision Statement



Collision Repair businesses are entitled to have direct access to an electronic, un-encrypted copy of, and full rights to use the data generated by, and contained within, any software or cloud-based application they may elect to utilize. The data must be readily accessible by the end user and separate from the original application (e.g., estimating, parts procurement, and management systems).

The repair facility is entitled to and must have the freedom and flexibility to utilize the data as they deem appropriate; this includes but is not limited to, the ability to copy or export the data to separate servers, trading partners or online data warehousing services, without approval from a third party.

It is the responsibility of the collision repair facility, as well as any industry stakeholder that is using or managing data, to protect the privacy of and proper use of that data.

# CCC Presentation



**WELCOME**  
**CCC Vice President of Market Solutions**  
**Mark Fincher**



**COLLISION INDUSTRY**  
CONFERENCE

# Potential Solutions Presented to CCC



1. **Delay the implementation of Secure Share until the industry issues are adequately resolved.**
2. **Allow the industry the option to choose EMS or BMS depending upon business need and business partners.**
3. **Once the BMS enters the shop's information system, there is no interruption in business flow as the shop can choose where and with whom they share the data. No downstream restrictions.**
4. **The shop is provided a comma delimited, un-encrypted data file to utilize.**
5. **Allow the BMS file to continue as the EMS file does with the shops' current process flow.**
6. **Consider an alternate model and charge for EMS as opposed to BMS usage.**
7. **Charge a transaction fee when BMS PII (personally identifiable information) is being exchanged.**
8. **Offer a subscription based fee in addition to the transaction based.**





# Task Force Vision Statement



Collision Repair businesses are entitled to have direct access to an electronic, un-encrypted copy of, and full rights to use the data generated by, and contained within, any software or cloud-based application they may elect to utilize. The data must be readily accessible by the end user and separate from the original application (e.g., estimating, parts procurement, and management systems).

The repair facility is entitled to and must have the freedom and flexibility to utilize the data as they deem appropriate; this includes but is not limited to, the ability to copy or export the data to separate servers, trading partners or online data warehousing services, without approval from a third party.

It is the responsibility of the collision repair facility, as well as any industry stakeholder that is using or managing data, to protect the privacy of and proper use of that data.

# Task Force Position Statement



The Database Task Force supports the choice to migrate from EMS to BMS. BMS provides repairers greater control over the data being shared with their strategic partners. Moreover, the Task Force supports the continuation of the unobstructed flow of data amongst all the industry stakeholders. CIECA and other industry stakeholders have established a precedent that facilitates bi-directional data exchange in a free and open marketplace.

Any 3<sup>rd</sup> party that restricts or prevents industry stakeholders from accessing or using the data generated and permitted by the collision repair facility and industry stakeholders will adversely impact the industry. In addition, it will inhibit advancements in technology, restrict competition and adds cost into the marketplace. Technological advances should enable sophisticated, secure, and more collaborative data usage, not impede industry progress.

# Town Hall Q & A



Dan Risley  
&  
Mark Fincher



**COLLISION INDUSTRY**  
CONFERENCE

# Support Equipment for Diagnostic Scanning

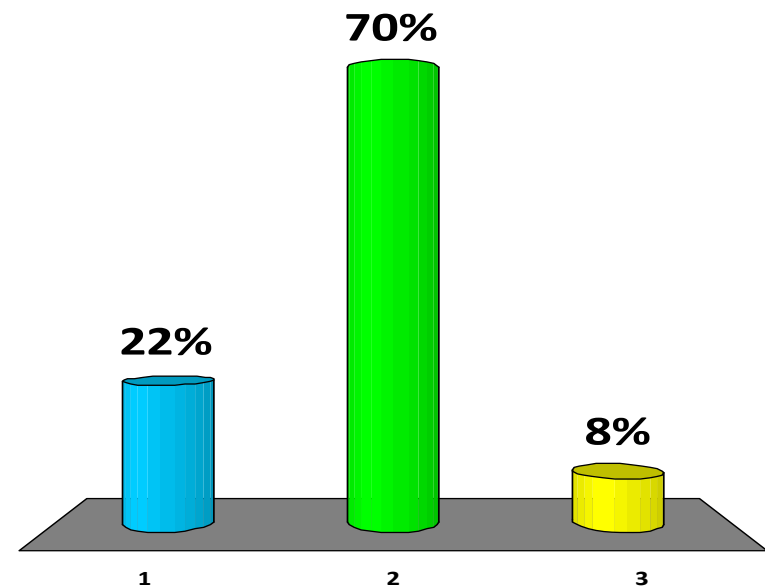


Based upon the following:

- The work completed by the CIC Task Force
- CCC is developing an advisory board comprised of industry stakeholders with the intent of vetting industry.

Should the Task Force be sunset at this time?

1. Yes. The Task Force's work is completed
2. No. There is additional work to be done
3. Abstain



# THANK YOU



- Task Force Members
- Guy Bargnes and Frank Terlep
- CCC Information Services Joe Allen and Mark Fincher
- Patrick McGuire

We appreciate everyone's time, passion and professionalism as we navigated through a difficult industry issue.

Mark Algie

[msalgie@mmm.com](mailto:msalgie@mmm.com)

Rick Palmer

[rpalmer@computerlogic.com](mailto:rpalmer@computerlogic.com)

Dan Risley

[danr@asashop.org](mailto:danr@asashop.org)



**COLLISION INDUSTRY**  
CONFERENCE