



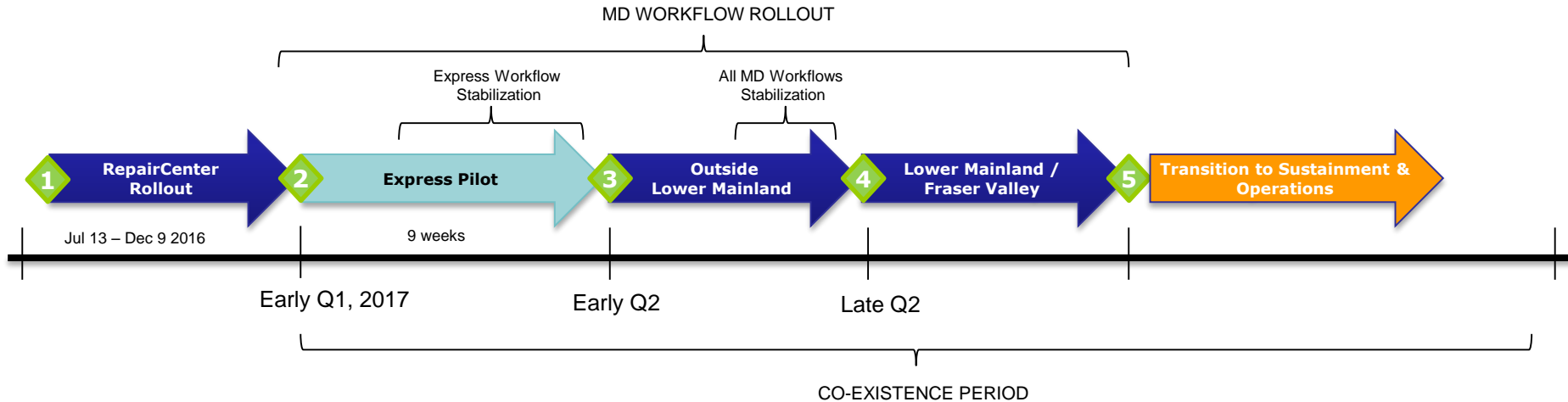
# Material Damage Strategic Solution Update

*Sep 2016*

# RepairCenter Install project update

- **292 contacted, 154 shops installed (31% complete)**
  - On track to complete by December 2016
- Frequently Asked Questions:
  - **When can I use the Mitchell system for my ICBC estimates?**
    - Shops will be able to use the Mitchell system after they go-live. Each will be contacted prior to their go-live date with detailed information.
  - **Will there be any changes to my billing?**
    - There will be no changes to billing at this time; once you go live for ICBC, your basic license for the estimating system will be covered.
  - **If I choose to upgrade my system, what should I choose?**
    - We will work with each shop to determine the best option to meet your needs. If there are concerns, please call Mitchell Technical Support: 1-800-448-4401 (hours of operation: Mon – Fri 5:00 am – 5:00 pm and Sat 7:00 am – 11:00 am PST).

# Implementation phased rollout plan



## Rollout Sequence

1. RepairCenter Rollout
2. Express Qualified Claims Only Pilot
3. Outside Lower Mainland (Vancouver Island, North Central, Southern Interior BC)
4. Lower Mainland / Fraser Valley

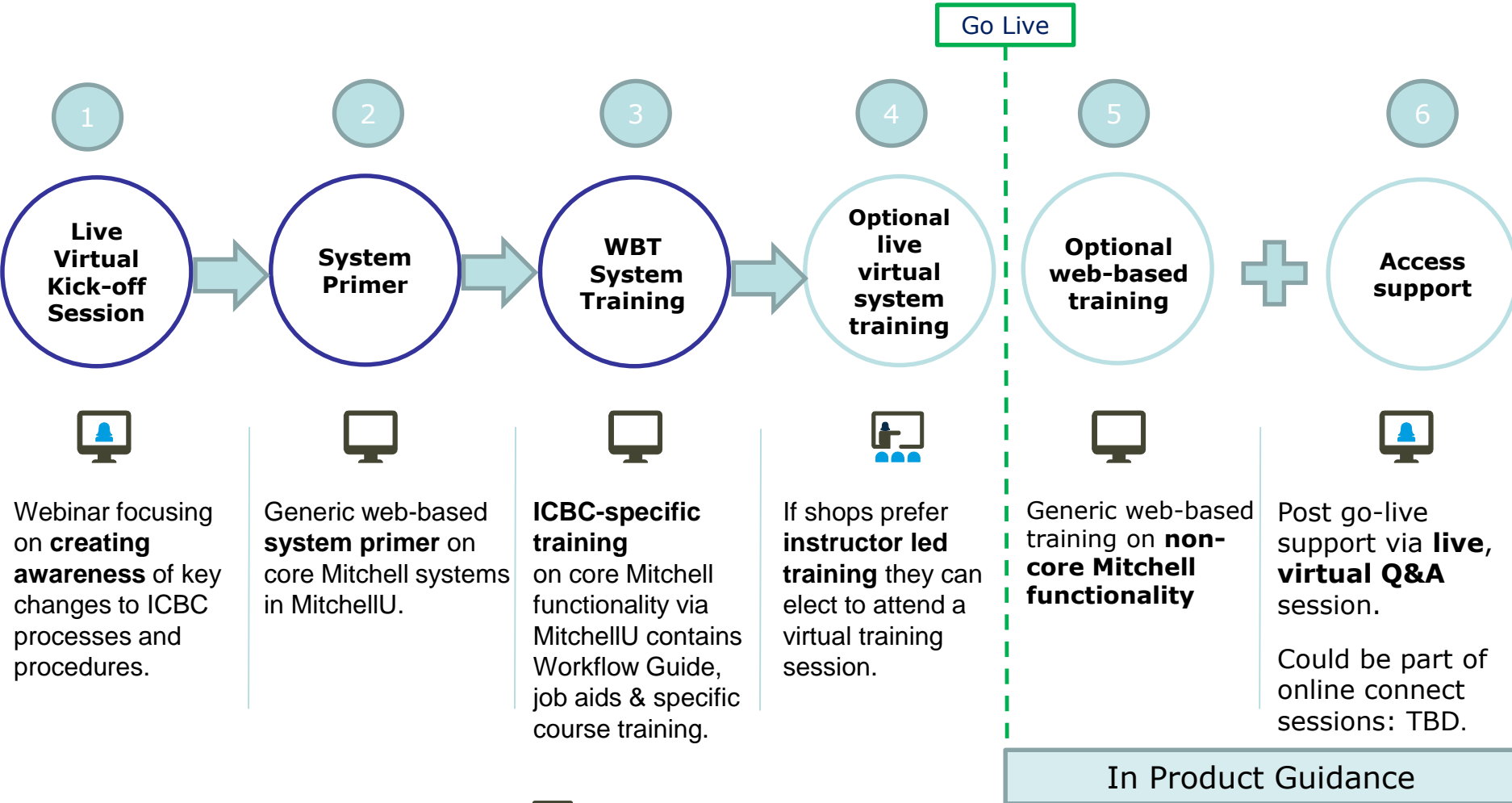
# Pilot refresher

- 12 shops selected in consultation with IAC
  - Craftsman Collision – Metrotown & Coquitlam
  - Kirmac – Coquitlam & New West
  - Boyd – Burnaby & New West
  - CSN – B.C. Collision & Van-Burn
  - Carstar – A-Z Europe Auto & New West Auto Metal
  - Fix Auto – Port Moody & B.C. Autobody
- 9 week pilot period
- All express qualified drive-in claims are eligible for pilot
- Shops will operate in co-existence using RepairCenter for new claims & legacy systems for pre-pilot claims
- After pilot completes, pilot shops will continue to use RepairCenter through the remainder of the project rollout

# Pilot staff resourcing

- **Pilot Express Estimator Team (PEET)**
  - MD will dedicate 8 Pilot Express Estimators to:
    - Review non-auto-approved submitted estimates & supplements
    - Handle site visits
    - Review & approve submitted invoices
    - Determine max repair on possible TL & coordinate chalk/check
- **Other MD pilot staff**
  - MD Managers/Supervisors: 3
  - Express Estimators: 8
  - Total Loss Handlers: 8
  - MD Compliance: 1
  - Salvage Mgrs/Sups & Techs: 2

# Training delivery approach for shops



eLearning    Virtual Instructor Led    Instructor Led

Required Training    Optional Training & Support

# Training Curriculum

	Training Delivery mechanism	Type	Description relating to training	Approximate Timeline	Expectation
1	<b>Live Virtual Kick Off</b>	Web-based session	Informative session of what is coming and next steps	Pre-rollout	Optional
2	<b>System Primer</b>	Interactive workflow training : MiPortal	Generic product training courses <ul style="list-style-type: none"> <li>• Estimating</li> <li>• Compliance, Techadvisor</li> <li>• MAPP, MDM</li> </ul>	Assigned with RC Install June – Dec 2016	Required prior to go live
3	<b>Workflow Guide/Job Aids</b>	Document click-through and option to print: MiPortal	ICBC specific end-to-end workflow review	Registration email /go live email	Required prior to go live
4	<b>Web-Based Training (WBT)</b>	Interactive ICBC workflow training; Connect Training	Interactive product courses for Connect & ICBC workflow	Registration email /go live email	Required prior to go live
5	<b>Optional Onsite</b>	Virtual session	Review of workflow	Invitation for session	Optional
6	<b>In Product Guidance</b>	In-product walk-through;  Help document within product	First-time user logs into Mitchell Connect, can receive quick tutorial, can access tutorial again at any point	First system-use after go-live	Optional
7	<b>Post Go-live Q/A</b>	Webinar post go-live Q&A session	Optional session to give the shops the ability to ask any questions and review some general FAQs	Post go-live	Optional

# MD Partners Page

New MDSS Project micro-site to launch Sep 29

home | service commitments | support | contact

icbc business partners building trust. driving confidence. ICBC

material damage | health services | legal services | driver services | investigative partners | insurance services | road safety

legend: opens new window requires login

### Material damage

- ClaimCenter process reminders
- Express Repair programs
- Glass Express programs
- Commercial Estimating Services
- Accreditation Programs - Training Information
- Material damage supplier programs
- MD systems user guides
- Towing
- Rental vehicles
- MD contact list
- Vehicle Claims History (VDWS)
- MD Rate Schedule

### Material damage services

**Reconciling your ICBC payment:** ICBC's payment statement will include any number or customer identifier (i.e. claim number) you include as the [invoice number](#).


Our **Material Damage Strategic Solution** project (MDSS) will replace existing estimating systems with an industry-standard end-to-end integrated platform from Mitchell International called RepairCenter. Learn more [here](#).

#### Most popular

- [What is RepairCenter?](#)
- [When does my Shop switch over to RepairCenter?](#)
- [Where do I get RepairCenter training?](#)
- [ClaimCenter - process reminders](#)
- [Online learning for the collision repair industry >](#)

#### Forms

- [Digital Image Checklist](#)
- [ARIES supplement request](#)
- [Quality Control Report for Alternative Parts \(CL14F\)](#)
- [Claim Estimate Supplement \(CL14D\)](#)
- [Heavy Duty Towing and](#)





# Questions



Further questions? Contact us at [mdss@icbc.com](mailto:mdss@icbc.com).