



Material Damage Strategic Solution Overview for Industry Advisory Committee

April 8, 2016

Today's objectives



- Introductions
- What & why of MDSS
- Industry Advisory Committee & stakeholder engagement
- Project overview
- What's changing
- RepairCenter software installation

Thanks for joining us on the road ahead

What is MDSS?



- The **Material Damage Strategic Solution (MDSS)** is the overarching strategy for the \$1B MD book of business
- MDSS is **aligned to our corporate strategy** by maintaining financial stability & focusing on operational excellence
- MDSS will **replace the existing ARIES/Audatex platform** for estimate workflow, total loss, reporting with Mitchell's estimating solution

Why MDSS?

- **The MD estimating platform** is a major enabler for improving how MD manages its operations, works with business partners & delivers customer service
- **Current material damage estimating software solutions** & supporting legacy systems are **approaching end of life**
 - MDSS will provide an **industry-standard integrated platform** that will allow for:
 - Further expansion of Express Repair
 - Leverage Guidewire / Mitchell alliance
 - Improved workflow, communication, compliance & audit tools; enhanced reporting & performance monitoring



MDSS benefits for industry

- Enables further **streamlining of estimate approval & payment processing**
- Provides **enhanced electronic communications** with ICBC
- Allows shops to **communicate repair status directly to customers**
- Provides **improved cycle time** & greater flexibility in supplier specialization
- Access to **audit & compliance tools** to reduce unnecessary supplements & delays
- Integrated **recycled parts search** & secure capabilities



MDSS Industry Advisory Committee

- **Purpose:**
 - Represent industry as a whole at the MDSS planning table
- **Role:**
 - Provide industry perspective & constructive advice regarding MDSS plans for industry engagement, business change, implementation, training, support & sustainment
- **Commitment:**
 - Participate in regular MDSS meetings
 - Support communications to industry
 - Work with ICBC & Mitchell to ensure industry is ready for implementation & sustainment



Who in industry will be impacted?

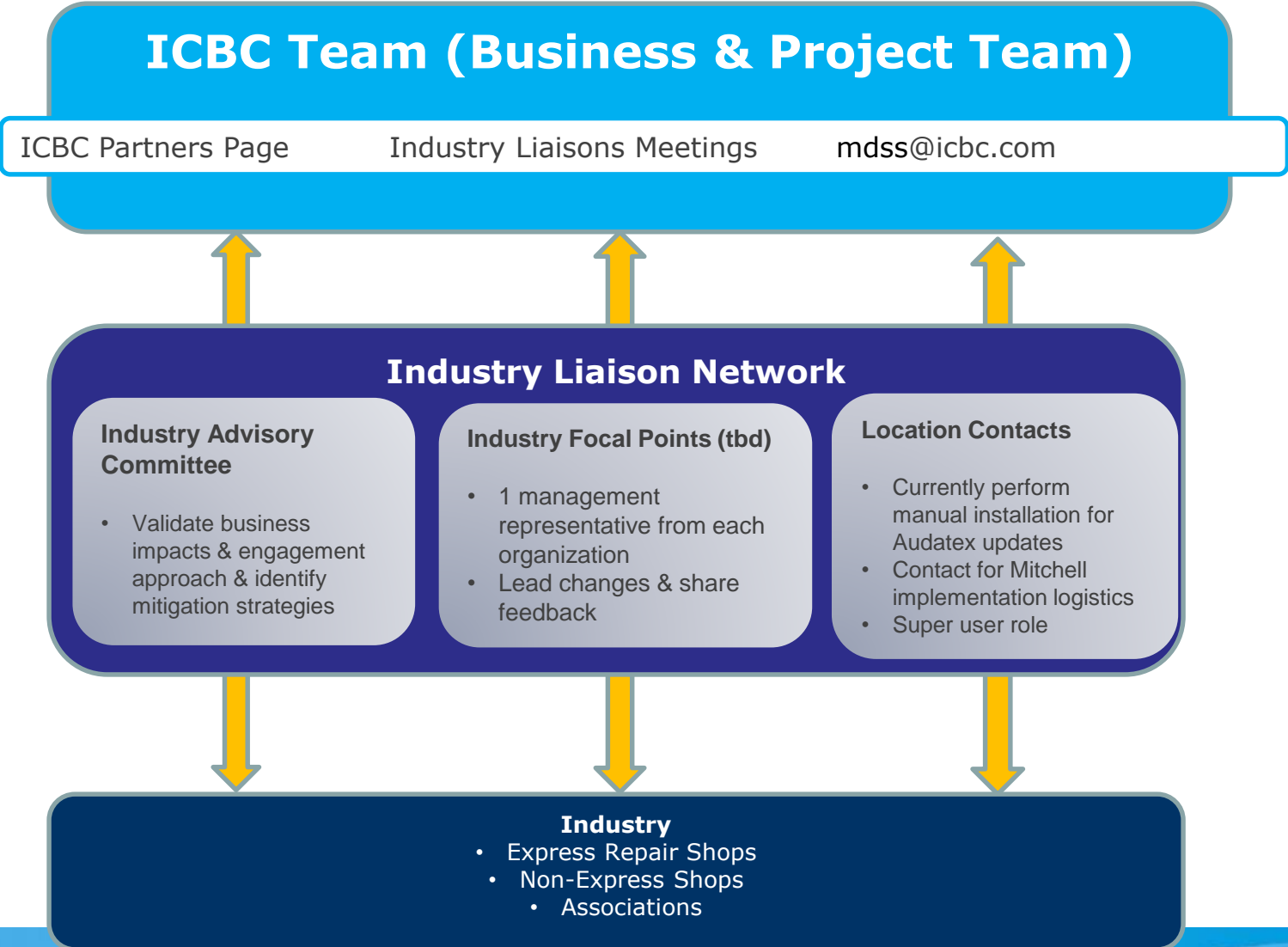
- ***Approx. 1,200 stakeholder entities** will be impacted by the implementation of MDSS



- 494 Express Repair shops
 - 120 Base shops
 - 120 Aftermarket & recycled parts suppliers
 - 350 OEM parts suppliers
 - 120 Heavy equipment suppliers
 - Industry Associations
-
- **Up to 1,500 shop representatives will be required to complete training** on the new system, processes and procedures

*Industry figures may change as project progresses. Stakeholder analysis underway.

Industry engagement approach



MDSS scope

First Phase

- | | |
|--|---|
| <ul style="list-style-type: none">• Estimate assignments• Estimating• Total loss• Compliance & audit• Parts management | <ul style="list-style-type: none">• Reporting• Supplier governance & administration• Estimate payment |
|--|---|

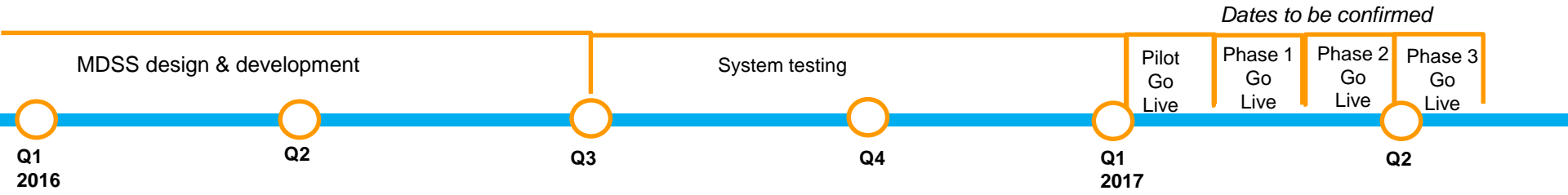
Future Phase (TBD)

- Commercial (Heavy Equipment) Estimating

Not in scope

- Glass Estimating
- Salvage Management Systems

MDSS current* project schedule on-a-page



**Please note that this schedule is dependent upon other corporate priorities & may shift due to business circumstances*

Key changes to Material Damage systems

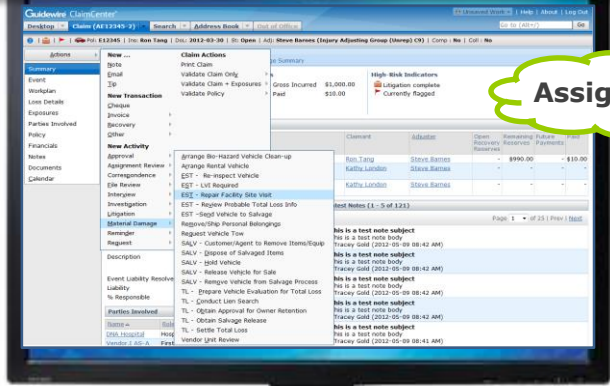
Current state  Future state

MD systems

ClaimCenter

ARTES	ADXE
Autosource	AWE
APL/RPL	CMS
Insights	SPFA
APR	ASR
SAP	EPMS

ClaimCenter



The screenshot shows a detailed view of a claim in the ClaimCenter system. It includes sections for 'Claim Actions', 'New Transaction', 'New Activity', and 'Internal Storage'. A 'High-Risk Indicators' section shows 'Ligation complete' and 'Currency Rugged'. A table lists 'Claims' with columns for 'Adjuster', 'Client', 'Remaining', 'Comments', and 'Reserves'. The 'Internal Storage' section lists various events like 'Request', 'Request', 'Event Liability Resolve', 'Liability', and 'Parties Involved'.

Assignment

Mitchell

WorkCenter for ICBC Staff

- Estimating
- Imaging
- Total Loss
- Parts
- Compliance

RepairCenter for Express Shops

- Estimating
- Imaging
- Parts
- Compliance
- Communications

Mitchell's RepairCenter – what shops will see

The screenshot displays the Mitchell RepairCenter interface for a repair estimator. The top navigation bar includes the Mitchell RepairCenter logo, a user profile for 'REPAIR ESTIMATOR', and a 'Jobs' menu. The main header shows the year '2012', a masked VIN, and the word 'Claim'. The job overview section features a car icon, the name 'TEST CUSTOMER', the year '2012', a masked VIN, and the insurance company 'I C B C - Testing'. A 'Send To Insurance' button is visible in the top right. The main content area is divided into several panels: 'Insured' (TEST CUSTOMER, 604-3323433, 1234 TEST STREET VANCOUVER, BC), 'Vehicle' (2012, VINVINVINVIN, Submodel, Color, Condition, Place, Drivable, 174RMH), 'Insurance' (I C B C - Testing, Claim XP111111, Policy, Adjuster Guidewire Test, Deductible 0.00, Unknown), 'Messages' (2 messages from Express Repair Shop, 1/29/16, with a note about missing images), 'Supplement 2' (\$1,807.32, System Mitchell, Estimator MITCHELL MITCHELL, Status Sent 2/1/16 8:51 PM, 1 Previous Estimate, Export EMS), and 'Attachments' (3 attachments, 0.24 MB, with three image thumbnails). A sidebar on the left contains 'Settings', 'Help', and 'Sign Out' options.

Note: **For Demo Purposes Only.** Does not reflect actual ICBC configuration.



Some key changes for industry



- **Mitchell's RepairCenter** will replace ADXE/AWE/CDIS
- **Terminology**, e.g. Appraisal, MOI, Appraisal Assignment, Repair Assignment, Suffix
- **ICBC staff & shops ability to communicate electronically**
(journal notes form part of the claim record)
- **No longer need to call to see if the deductible is waived**
- Centralized management of estimates flagged for review/approval

A few more **key changes** for industry



- **Uploading estimate-related documents & images to RepairCenter** instead of CDIS (increased capacity & doc types)
- New **compliance management tool** (compliance engine) including ability to view exceptions
- New **estimating operation codes**
- New **estimate form layout**

What's staying the same?

- **Basic vehicle estimating functions** – express, drive/non-drive, etc
- Express Qualification criteria*
- **Process for submitting estimates for payment** (APR)
- Process for non-express request for supplements (ASR)
- **Shop profiles & authority limits** aligned through co-existence (ARIES/Mitchell)



Co-existence: moving from current state to future state

- While a **phased implementation approach helps to alleviate risk**, ICBC & industry will be required to operate in two systems (existing & new) until rollout is complete
- MDSS project team is **currently analyzing business impacts** & identifying possible mitigation strategies
- **Future meetings to discuss** co-existence further





RepairCenter software installation

- **Install “out-of-the-box” RepairCenter software** at Express Repair shops in advance of go live
- Allows shops to use RepairCenter for non-ICBC work while becoming familiar with the basic functions of the system
- **Approx. 4 months to install software** at 490 Express Repair shops
- **RC install to begin Q2/Q3 2016** (to be determined)
- Require one site coordinator per shop to be main point of contact for Mitchell:
 - Handling system requirements, installation schedule, remote setup, validation, configuration & testing of software
 - Reporting of issues & support
 - Taking Mitchell’s web-based training
- **Mitchell to provide all technical & product support**

Questions



Further questions? Contact us at mdss@icbc.com