



Material Damage Strategic Solution

RepairCenter Software Installation Process

for Express Repair Shops

June 2016

RepairCenter software installation overview

- **Mitchell Inc. will lead installation of RepairCenter (RC) software to approx. 490 shops**
- **All shops will be installed with Mitchell Estimating**, including Mitchell Download manager, Compliance utility & Techadvisor
- This software install will allow Express Repair shops to use software for their private, non-insurance work
- Shops will not use Mitchell Estimating for ICBC claims at this time
- Shops will contact Mitchell for all technical & product support

RC install: shop introduction

In each wave of the RC installation implementation, ICBC & Mitchell will communicate to shops

Introduction to the program (approx. 25 days in advance of installation)

- Welcome email from ICBC to explain expectations, next steps & provide system requirements

Mitchell Welcome

- ***Welcome email to shop contact*** (approx. 20 days in advance of installation)
 - Access to MiPortal for training & MiPortal registration information
 - Next steps & setting expectations
- ***Welcome call to the shops***
 - Ensure shops received email & understand next steps
 - Request contact to work with for the RC Install

RC install: training

Mitchell will be providing product training on the Mitchell products

Training Modules

Training will be generic training on how to use the Mitchell estimating products

Accessing Training

- Training will be assigned to the shops in MiPortal under “my training”
 - https://miportal-mitchell.force.com/miPortal/CustomSupportPage_miPortal
- All shops can register & log in to MiPortal with their account number & create a “Log in ID”
- Multiple users for shops should create their own user & log in to MiPortal
- Training completion will be tracked by user

Training Expectations

- Mitchell Estimating training will be a portion of the full ICBC expected training
- Training is not required to complete at time of RC install, but is required as part of the ICBC solution

RC Install: system validation & installation

Mitchell will contact the shops to ensure they are ready to be installed with Mitchell products

System Validation (approx. 10 days in advance of installation)

- Mitchell collision installation team will call to remotely validate shop system requirements
- For the first computer & testing of internet connection ~10-15 min
- For additional computers ~5-10 minutes depending on connection
- If shop passes validation, Mitchell will schedule installation appointment with the shop
- If shop fails, Mitchell will advise upgrade requirements & schedule call back to re-validate

Installation Appointment

- Shops will receive 1 disk for installation appointment & subsequent updates will be downloaded
- Mitchell collision installation team will call each shop & remotely install Mitchell products on shop computers
- Install takes Mitchell about ~1 hr/computer to complete
- Multi-user setup computers can be done in conjunction or separately
- Shops are asked to keep installation appointments, if shops are unable to keep appointment Mitchell will work to reschedule with the shop & ICBC

RC Install: support

- All MDSS project questions go to mdss@icbc.com
- All current state system & process questions use current channels
- Shops have multiple options for support on the Mitchell products

Online Support

- Online support available in MiPortal or www.mitchell.com/support
- Shops able to log onto MiPortal and access articles & log cases for a call back
- Hours of operation: Mon-Fri 5:00 am – 5:00 pm & Sat 7:00 am – 11:00 am PST
- Target for same business day reply (~4 hrs)

Phone Support

- Shops are able to call into Mitchell Support at 1-800-448-4401
- Mitchell agents are trained in the Shop products
- Hours of operation: 5am-5pm PST
- ~2 min Average speed to answer

RC install: schedule

Wave	Region	Install Dates	# of Shops
1	Pilot shops & Vancouver Island	July 13-Jul 20	30
2	Vancouver Island	July 21- July 28	30
3	Vancouver Island	July 29-Aug 5	30
4	Vancouver Island	Aug 8- Aug 15	30
5	Vancouver Island	Aug 16- Aug 23	30
6	Vancouver Island	Aug 24-Aug 31	30
7	Lower Mainland & Fraser Valley	Sep 1- Sep 8	30
8	Lower Mainland & Fraser Valley	Sep 9- Sep 16	30
9	Lower Mainland & Fraser Valley	Sep 19- Sep 26	30
10	Lower Mainland & Fraser Valley	Sep 27- Oct 4	30
11	Lower Mainland & Fraser Valley	Oct 5- Oct 12	30
12	Lower Mainland & Fraser Valley	Oct 13- Oct 20	30
13	North Central & Southern Interior	Oct 21- Oct 28	30
14	North Central & Southern Interior	Oct 31-Nov 7	30
15	North Central & Southern Interior	Nov 8 – Nov 17	30
16	North Central & Southern Interior	Nov 18- 29	30
17	North Central & Southern Interior	Nov 30-Dec 9	20
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