



June 6, 2016

Attn: Express Repair Participants

RE: MDSS Project – Upcoming Mitchell Software Install at Express Repair Shops

As the Material Damage Strategic Solution ([MDSS](#)) project is currently working towards an anticipated go live in early 2017, the MDSS project team, in consultation with its Industry Advisory Committee, has decided to move forward with an early installation of Mitchell's shop software, RepairCenter (RC), to Express Repair facilities.

With more than 490 Express Repair shops across the province, the software install process, led by Mitchell, will take approximately 18 weeks beginning mid-July and completing mid-December 2016. Individual shop installation dates will be communicated approximately 25 days in advance of installation. For full details on this process, please [click here](#).

Once installed, shops will be able to use this software for their private, non-insurance work, but not for ICBC claims. Shops will not be able to use the new software to communicate electronically with ICBC until the full RC system is implemented next year.

In addition to this decision, we've also landed on an implementation approach, beginning with a small pilot of 12 Express Repair shops located in the CEF Express catchment area. This pilot will help to reduce and/or mitigate any implementation risks in advance of the full rollout.

Once the pilot has stabilized, implementation will roll out to locations in the following order: 1) Vancouver Island; 2) Lower Mainland and Fraser Valley; and 3) North Central and Southern Interior. Specific rollout dates and further details will be shared as the implementation planning continues to progress.

For questions related to Mitchell's estimating software, including installation schedule, management system requirements, early software install training, system functionality or support issues, **please contact Mitchell directly at 1-800-448-4401** (hours of operation: Mon – Fri 5:00 am – 5:00 pm and Sat 7:00 – 11:00 am PST).

If you have any further questions about the MDSS project, please feel free to contact Cory Marion, MDSS Business Lead at mdss@icbc.com.

Gerry Tyller
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