



Mitchell WorkCenter™ Repair Management

Welcome to the next generation of WorkCenter Repair Management:
a seamless and convenient communications solution for your repair
management process.



 powered

WorkCenter™ Repair Management is built to keep you and your customers consistently updated. Through a system that tracks, automates, and reports the repair process in real time, this solution creates a more positive customer experience and enables you to manage your vehicle repair cycle times as an integrated component of your claims management system.





Mitchell WorkCenter™ Repair Management

A COMMUNICATIONS SOLUTION THAT TRACKS, AUTOMATES, AND REPORTS IN REAL TIME.

A smooth repair process is a central part of a speedy claims workflow operation. Lack of visibility and communication between you and your repair partner could lead to displeased customers, increased rework, and longer cycle times.



With Mitchell **WorkCenter™ Repair Management**, you are provided real time insight into the repair process. You can quickly resolve delays, communicate needs, and keep your customers informed through seamless connectivity.

INFORMATION IS POWER.

Customers are more satisfied when they are kept informed. By easily tracking and managing repairs, you can improve the customer experience. Here's how you can create efficiency through WorkCenter Repair Management:

- Track repair status and jobs
- Automate event triggers and notifications
- Streamline the supplement process
- Capture repair information for performance reporting
- Communicate efficiently with your direct repair shops

In addition, you have the opportunity to enhance your Direct Repair Program (DRP) relationships by staying in sync during the repair process—from start to finish. You also have the ability to expand your network by connecting with out-of-network shops recommended by the vehicle owner.

WorkCenter Repair Management: How It Works

EASILY TRACK REPAIR ASSIGNMENTS.

Viewable at the claim level, repair status information is transmitted straight from the shop's production system.

CUSTOMER SATISFACTION IS BUILT IN

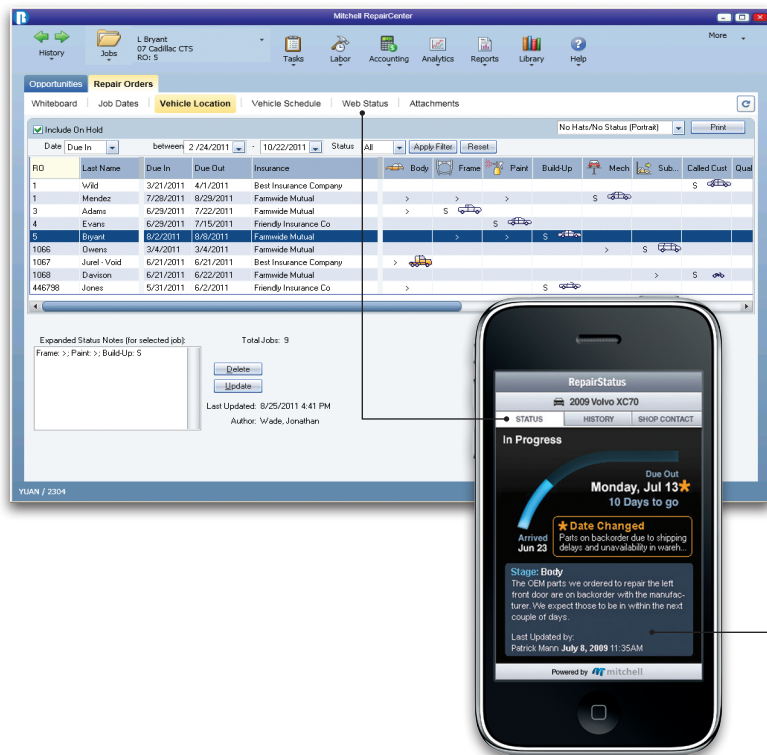
Updates can be delivered straight to your website or mobile device for easy customer access.

ONE TECHNOLOGY PLATFORM FOR A SIMPLIFIED PROCESS.

Our latest generation of technology is built on the Mitchell Extended Enterprise Platform, a foundation for improving collision repair and claims workflow.

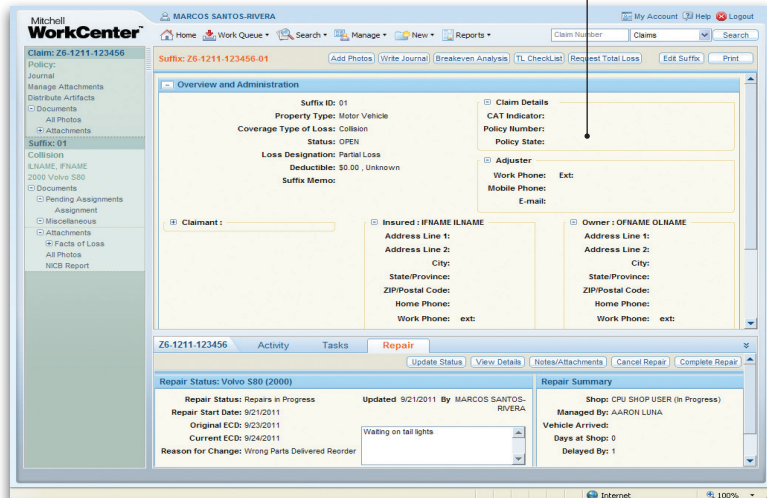
Mitchell's platform enables you and your repair partners by supporting distinct workspaces—WorkCenter for the unique needs of insurance claims organizations and RepairCenter for collision repair facilities.

WorkCenter has the benefit of direct connectivity to RepairCenter to view shared information and engage in real-time. This platform enables a direct repair solution that is cost-effective and repair-partner friendly.



KNOW EVERYTHING—IN REAL TIME

View repair statuses in real time in WorkCenter.



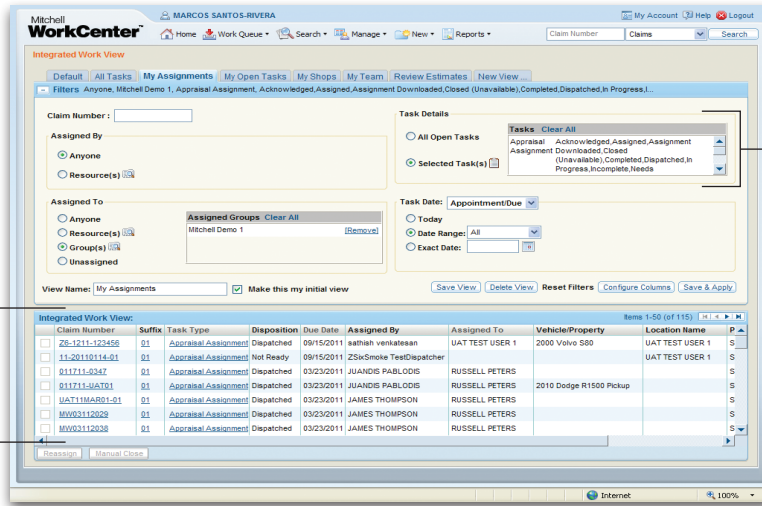


AUTOMATIC TRIGGER NOTIFICATIONS TO INCREASE WORKFLOW.

With built-in intelligence, Repair Management can assist you by providing over 30 pre-set rules that automatically trigger reminders to ensure a smooth workflow process.

ONE VIEW GIVES YOU A WINDOW INTO YOUR ENTIRE REPAIR WORLD

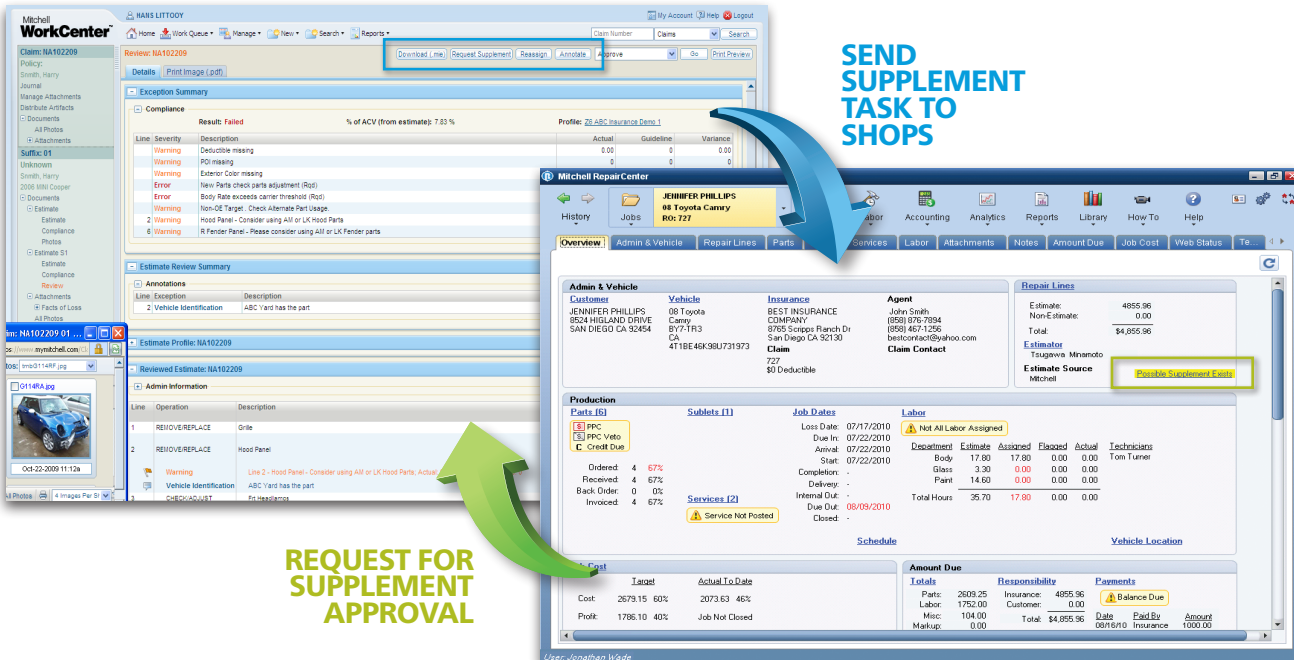
View a list of repairs in progress to stay up to date on active claims.



CONFIGURABLE FOR YOUR BUSINESS
Configure rules for any event the system tracks. Plus, you can turn rules on and off at your convenience. Trigger rules based on information delivered from the shop.

STREAMLINING THE SUPPLEMENT PROCESS.

Often times, the supplement process can be time consuming with multiple phone and fax communications between you and the body shop. Both WorkCenter™ and RepairCenter™ provide the capabilities to receive, review, and make supplement requests electronically between the two workspaces.



SEND SUPPLEMENT TASK TO SHOPS

REQUEST FOR SUPPLEMENT APPROVAL

For more information and a product demonstration, please call: **800.238.9111**
Visit the WorkCenter Repair Management website: www.mitchell.com

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Key Advantages

Customer Satisfaction	With automated reminders and up-to-date information of the status of a vehicle, Repair Management ensures a smooth experience for your customer—increasing the level of satisfaction.
Integrated Workflow	Seamless integration between WorkCenter and RepairCenter speeds up the repair process workflow.
Enhanced Communication	Mitchell’s Extended Enterprise platform that hosts WorkCenter and RepairCenter improves communication between carriers and repair shops—sending information, statuses, and requests electronically.
Efficiency	By streamlining processes such as rework and supplements, tasks are completed in a more efficient manner.
Increased Visibility	Repair status and tracking offers full visibility on the progress of an assignment—giving you real-time information to provide to your customer.

Key Features

Rework Assignment	Within WorkCenter, carriers can easily send requests to repair shops for rework using the configurable drop-down menu with a list of reasons.
DRP Management	Manage efficiency by communicating with the shops in your network regarding performance metrics such as estimating and repair productivity (i.e., number of reworks, days to repair a vehicle, delays, etc).
Automatic Repair Workflow	Based on over 30 repair status triggers, automated rules can efficiently enhance workflow. For example, if the shop sends a status that the repair time needs to be extended due to a parts delay, WorkCenter can automatically create tasks such as “Extend Rental” or “Call Customer”.
Shop Notification	You can send assignments to any shop that uses RepairCenter—even if they are not currently in your program—and notify them when a staff appraiser will arrive to inspect the vehicle.
Supplement Requests	Through RepairCenter, body shops can electronically request supplements that you can review within WorkCenter—eliminating the need for phone and fax.



Mitchell International, Inc.
 6220 Greenwich Drive
 San Diego, California 92122
 800.238.9111
 www.mitchell.com

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