



Mitchell WorkCenter™

Realize significant improvements across your
physical damage claims processing environment.



 powered



THE MITCHELL EXTENDED ENTERPRISE PLATFORM.

Mitchell's single underlying technology 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. The **Mitchell Extended Enterprise Platform** connects the various entities that need to collaborate during the process of handling a claim or repairing a damaged vehicle.



SIMPLE INTEGRATION.

Mitchell's Standard Integration Platform provides you with the ability to receive and send all necessary information straight into your claims management system. With a proven track record of projects implemented in 90 days or less, your IT department will find integration with Mitchell—including assignment, claims return, single sign-on and event triggers—simple.



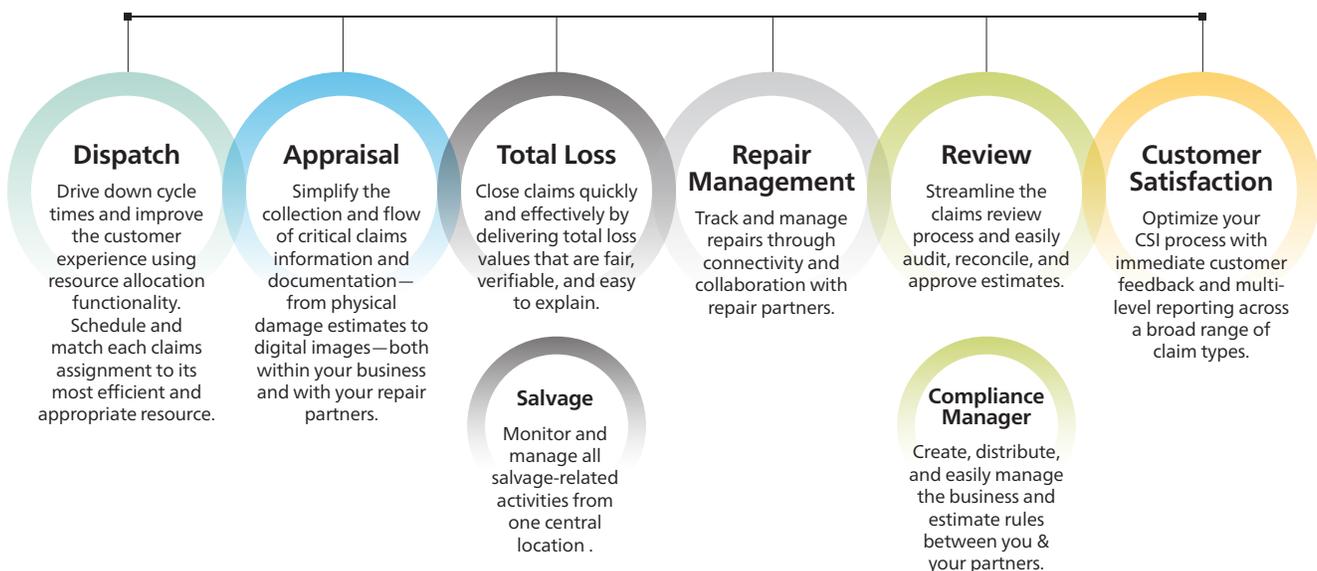
ACHIEVING SIMPLIFICATION: IT STARTS AND ENDS HERE.

Moving claims quickly and efficiently from first notice of loss (FNOL) to settlement is no easy task.

That's why Mitchell **WorkCenter**™ provides you the tools to accelerate the pace with an open, modular, and end-to-end physical damage claims settlement solution. Specifically designed for full ease-of-use, WorkCenter brings accuracy and efficiency to everyone involved in the claim.

All application modules and functionality housed within WorkCenter are configurable to your workflow. With a user-tested experience and a consistent look and feel built right in, WorkCenter's modules easily integrate and share information between each claims processing function. This allows the opportunity for detailed reporting across the entire claims process.

The Mitchell **WorkCenter**™ Modules



WorkCenter: Simplification at Work.

WE BUILT ONE JUST FOR YOU.

Not all carriers work the same. With WorkCenter, you can configure and manage your software settings based on your unique business needs and standards, all manageable from one central location. You have the option to access our entire suite or select certain modules that best fit into your physical damage workflow. All applications housed within WorkCenter share the following platform features:

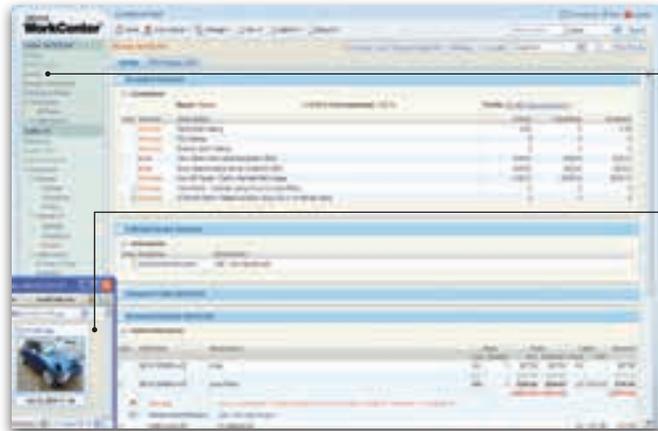
ONE TECHNOLOGY PLATFORM FOR A SIMPLIFIED PROCESS.

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

Key components of our infrastructure are:

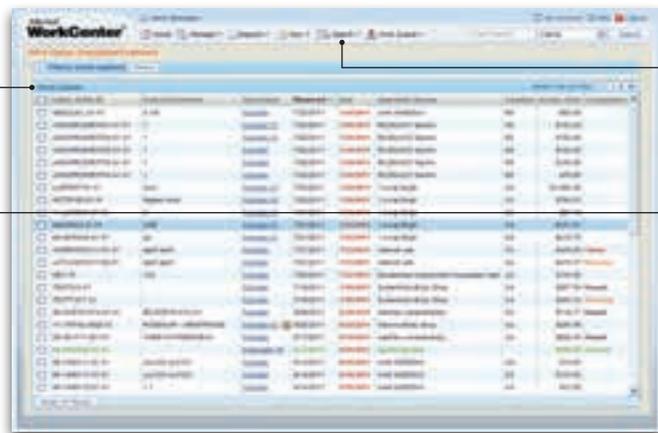
- Leading industry up-time
- State-of-the-art regionally diverse Mitchell Data Centers
- Open communication protocols
- Secure SAML authentication
- Support for industry standard data formats

With configurable options, you can even make many of your own changes within WorkCenter yourself without burdening your IT resources.



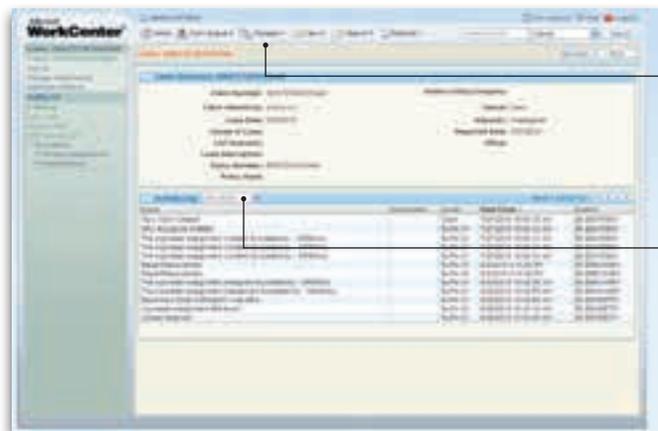
JOURNAL.
Document activity through journals.

MANAGE ATTACHMENTS.
Attach images and/or any other claims artifacts.



SEARCH.
Powerful search engine for claims.

WORK QUEUES.
Tailor your view based on specific assignment or task criteria.



TASK MANAGER.
Track tasks and assign to individuals or groups.
Tasks can also be auto-generated and assigned based on certain rules.

ACTIVITY LOG.
Track all claims activity.



INTELLIGENT REPORTING

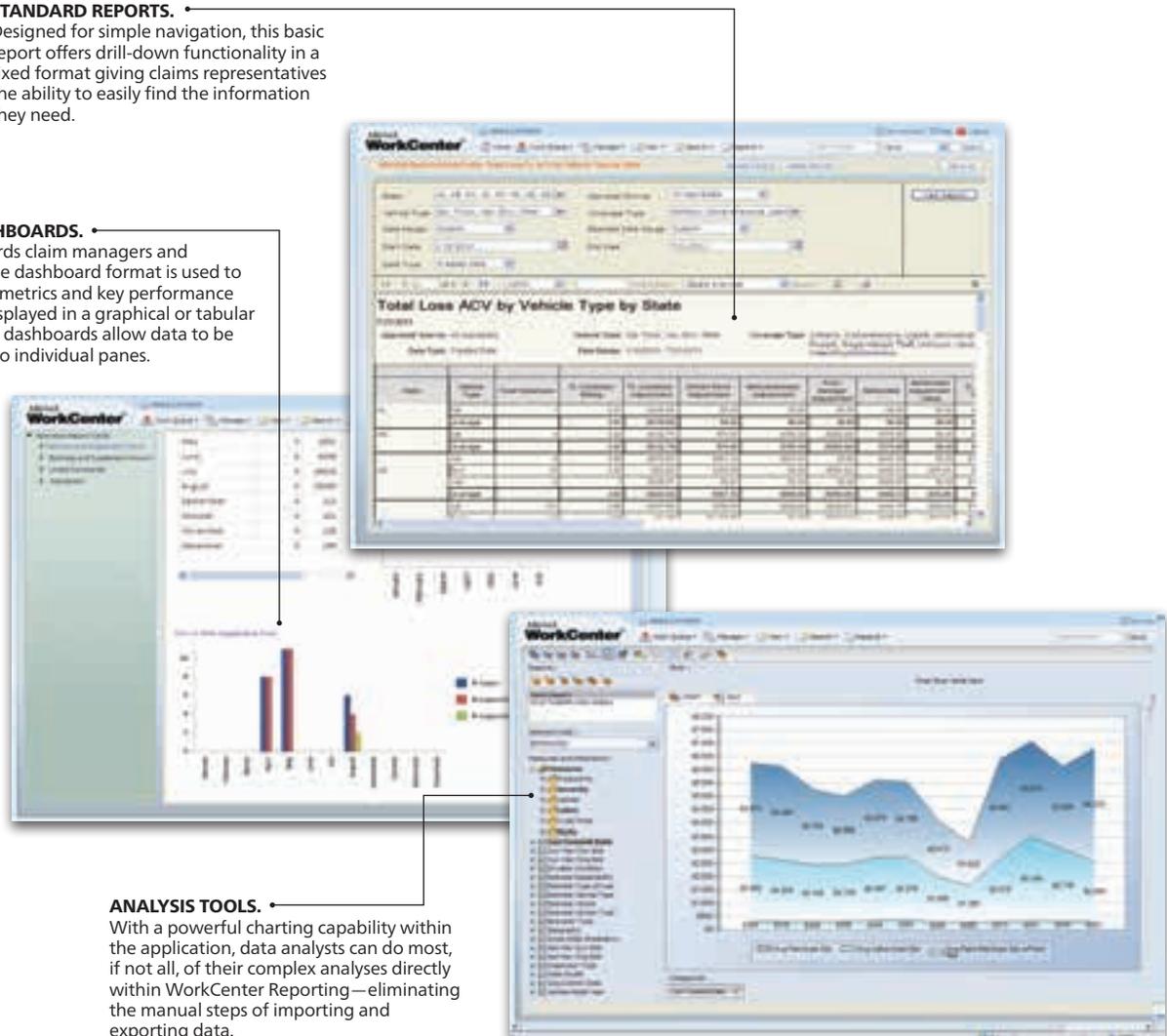
WorkCenter's business intelligence tools provide clear measurement for performance analytics. Mitchell's open system accepts and reports on claims from all major vendor platforms and gives you the ability to manage your business with current, historical, and industry comparison data. You can conduct your own data mining and analysis through a custom integrated feed. You also have the ability to create and retain custom reports using a variety of metrics with the following reporting options:

STANDARD REPORTS.

Designed for simple navigation, this basic report offers drill-down functionality in a fixed format giving claims representatives the ability to easily find the information they need.

CLIENT DASHBOARDS.

Geared towards claim managers and executives, the dashboard format is used to track specific metrics and key performance indicators. Displayed in a graphical or tabular format, client dashboards allow data to be organized into individual panes.



ANALYSIS TOOLS.

With a powerful charting capability within the application, data analysts can do most, if not all, of their complex analyses directly within WorkCenter Reporting—eliminating the manual steps of importing and exporting data.

Key Advantages

Reduced cycle time	Speed workflow by sharing claims data across all WorkCenter applications and with your claims management system.
Efficient	Organize your tasks by type (e.g. – rental, salvage, tow) and view all artifacts within a claim with fewer clicks.
Simplified	Simplify the claims process with workflow options to streamline assignment and claim routing.
Configurable and Flexible	Configure and manage your software settings based on your business standards, all manageable from one central location.
Accurate and Objective	Produce accurate estimates with our industry trusted database and calculate objective total loss valuation with our solution developed in conjunction with J.D. Power and Associates.
Partner Communication	Collaborate with business partners (i.e. tow, rental, salvage, repair shop) about the claim and the repair, speeding workflow.
Customer Oriented	With WorkCenter assisting to accelerate your claims process, your customers can feel assured they will receive their settlement fast and get back on the road sooner.

Key Features

Modular	With a variety of different functionalities housed within WorkCenter, you can utilize the entire suite or use specific applications based on your business needs.
Claim Navigator	WorkCenter uses one common claim navigator for all modules, making it convenient to find all reports and information you need within a claim.
Claims Search	The ability to filter claims by type (e.g. task, appraiser, VIN) assists you in finding a particular group of claims or searching for one specific file.
Event Notifications	Receive immediate notifications about key events during the claims process.
Management Reporting	Report on claims from all major vendor platforms and manage your business with both current and historical data.
RepairCenter™ Connectivity	RepairCenter provides a suite of tools to enhance DRP workflow such as the ability to receive assignments, write estimates, request supplements, schedule appointments, and update job status in real time – straight from the production system.
Fully Integrated	Automatically send the information you need to your claims management system. Use event notifications to keep on top of milestones that occur during the claims process.

Consider all of the unique advantages of Mitchell WorkCenter. Call Mitchell at **800.238.9111** for a comprehensive and personalized presentation of the WorkCenter experience for your business.

Collaboration takes place with the Extended Enterprise platform.



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