Mitchell WorkCenter™

MODULES

WorkCenter Dispatch	Drive down cycle times and improve the customer experience using resource allocation functionality. Schedule and match each claims assignment to its most efficient method of inspection and appropriate resource.
Assisted Review	Streamline the claims review process with artificial intelligence and easily audit, reconcile and approve estimates quickly and accurately.
Estimate Advisor	Easily audit estimates with Estimate Advisor to help ensure appraisers follow your defined business rules before the estimate is uploaded.
Total Loss	Close claims quickly and effectively by delivering total loss values that are fair, verifiable and easy to explain.
Photo-Based Estimating	Improve efficiency by empowering your customers to submit photos of their damaged vehicle and enabling your appraisers to write estimates right from their desk.
Tech Advisor	Access OEM repair procedures, diagnostic trouble codes, parts and labor look-up and other repair resources in one location.

## INTEGRATIONS

First Notice of Loss	Easily integrate First Notice of Loss into your WorkCenter workflow to automatically start a claim and attach the facts of loss to the claim.
Mitchell Connect	Simplify the collection and flow of critical claims information and documentation with Mitchell Connect for staff—from physical damage estimates to digital images—both within your business and with your repair partners.
Parts Portal	Manage Alternate Part Profiles to define parameters for aftermarket and recycled part category usage. Easily access parts vendors such as PartsTrader from within Parts Portal.
MiScore	Make use of the data that you have to help you make better informed decisions and increase efficiencies within the organization.

To learn more, call 1.800.238.9111
or visit mitchell.com.

mitchell
(m)powering better outcomes
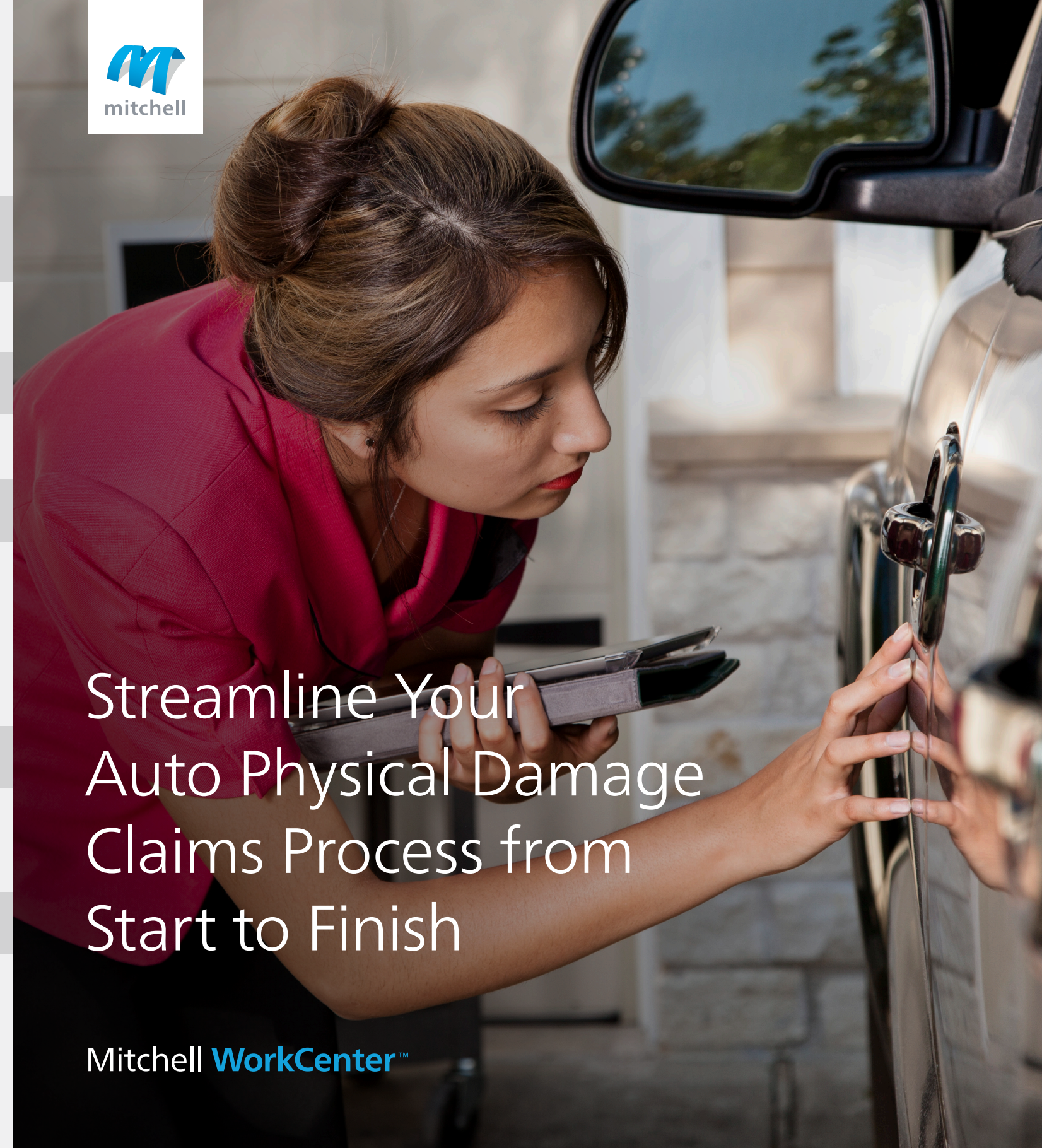
Streamline Your Auto Physical Damage Claims Process from Start to Finish

Mitchell WorkCenter™

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.

Simplified End-to-End
Claims Solution

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, every step of the way.

All application modules and functionality within WorkCenter are configurable to your unique workflow. Built with the end-user in mind, WorkCenter's modules easily integrate and share information between each claims processing function. This allows the opportunity for complete and detailed reporting across the entire claims process.
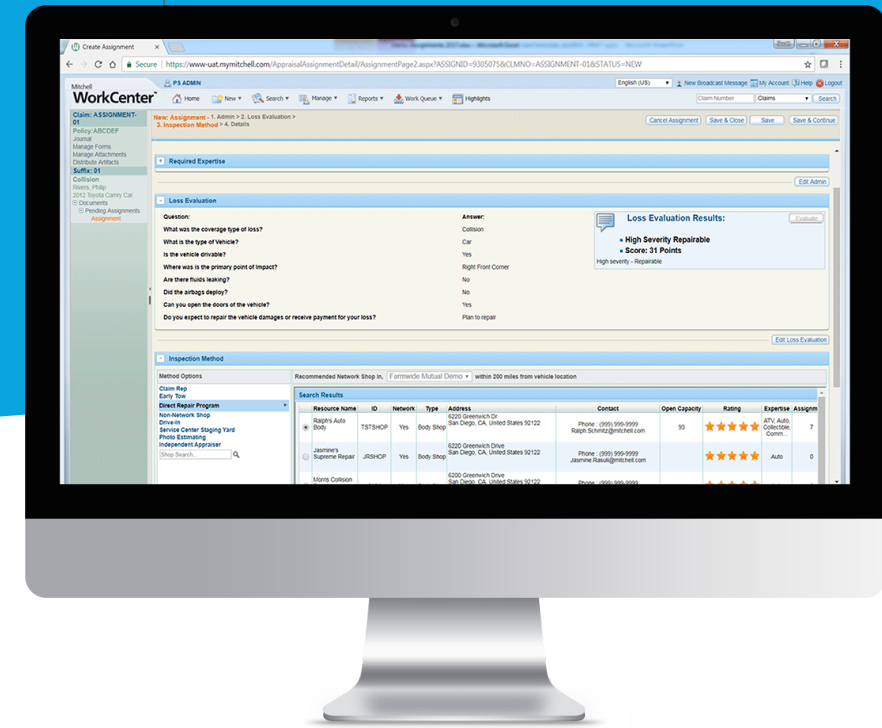
A Module for Every Step of the Claims Journey

FIRST NOTICE OF LOSS
Give your customers the power to decide the most convenient method of starting their claim either through our Mobile First Notice of Loss or the traditional method of calling in.

PHOTO-BASED ESTIMATING
Improve efficiency by empowering your customers to submit photos of their damaged vehicle and enabling your appraisers to write estimates right from their desk.

TOTAL LOSS
Close claims quickly and effectively by delivering total loss values that are fair, verifiable and easy to explain.

ASSISTED REVIEW
Streamline the claims review process with artificial intelligence and easily audit, reconcile and approve estimates quickly and accurately.

CUSTOMER SATISFACTION
Get immediate customer feedback and multi-level reporting across a broad range of claim types.

TRIAGE & DISPATCH
Drive down cycle times and improve the customer experience using resource allocation functionality. Schedule and match each claims assignment to its most efficient method of inspection and appropriate resource.

APPRAISAL
Simplify the collection and flow of critical claims information and documentation with Mitchell Connect for staff—from physical damage estimates to digital images—both within your business and with your repair partners.

AUDIT
Easily audit estimates with Estimate Advisor to help ensure appraisers follow your defined business rules before the estimate is uploaded.

REPAIR MANAGEMENT
Track and manage repairs through Mitchell Connect and enhance collaboration with repair partners and customers.

REPORTING & ANALYTICS
Make use of the data that you have with Mitchell's scorecard application, MiScore, to help you make better informed decisions and increase efficiencies within the organization.

WorkCenter: **Built to Meet Your Business Needs**

Not all carriers use the same workflows. With WorkCenter, you can configure and manage your software settings based on your unique business needs and standards. Easily select specific modules that best fit your workflow, whether it's just a few or the entire WorkCenter suite.

FIRST NOTICE OF LOSS (FNOL)

In today's mobile-first world, we have created Mobile First Notice of Loss to enable consumers to start the claims process on their mobile device, anywhere, anytime. Consumers can report facts of loss, capture and share photos of the damage, view outcomes such as if the vehicle is likely repairable and determine their desired method of inspection, all at a time that is convenient for them.

Consumers can also follow the traditional FNOL method by reporting their claim by phone while an agent completes the questionnaire and outcomes process, ensuring that the outcome is the same for both channels. Regardless of option used, our FNOL solution will help ensure your customers are satisfied with their claims process from the beginning.
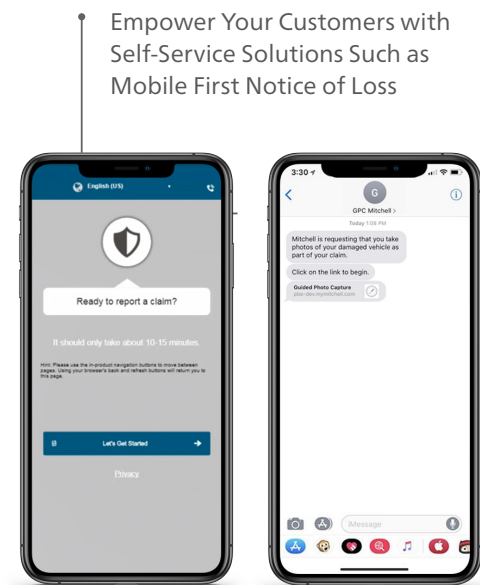
Empower Your Customers with Self-Service Solutions Such as Mobile First Notice of Loss

TRIAGE & DISPATCH

Getting the right resource for the right job is essential to writing an accurate estimate. With WorkCenter Dispatch you can easily match each claim assignment to its most efficient method of inspection and appropriate resource with our innovative assignment and resource allocation tools. WorkCenter Dispatch uses intelligent algorithms to create assignments based on various factors like location, skill set, priority and more!

It is also easily configurable to fit your business standards and workflows. Cut down cycle time with WorkCenter Dispatch by selecting methods of inspection and creating assignments for your appraisers that make sense for their schedule.

PHOTO-BASED ESTIMATING

For minor damages, estimates can be written based off of photos sent in from Mitchell's Guided Photo Capture application or submitted during Mobile First Notice of Loss, allowing appraisers to save on travel time and improve efficiency. Easily start the Photo-based Estimating process by sending a unique link via email or text message to the claimant, repair facility, towing company or any appropriate contact who has access to the vehicle and the link will guide them through the photo submission process. Once the vehicle damage images are submitted, appraisers will can draft the estimate right from their desk.

APPRAISAL

Appraisers are always on the road and they need to be able to bring the tools they use with them. Equip your appraisers with Mitchell Connect for staff and give them the ability to receive assignments, create estimates and total loss valuation requests, submit documentation and images and more—from virtually anywhere.

Embedded with Mitchell Cloud Estimating and integrated with WorkCenter, Mitchell Connect for staff is complete with all the tools needed to write an accurate estimate the first time and seamlessly sync the estimate with WorkCenter.

Receive Appraisal Assignments, Write Estimates, Access Repair Procedures and More with Mitchell Connect
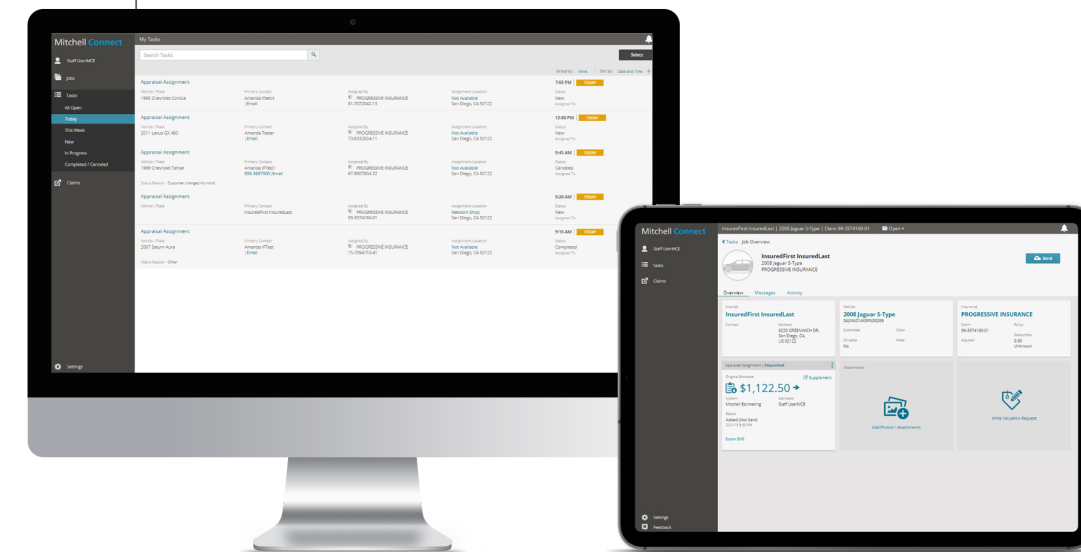
TOTAL LOSS

Total loss claims are among the most challenging claims to settle for both your staff and your customers. Put Mitchell WorkCenter Total Loss to work and bring your total loss unit a statistically driven, fully automated, web-based, total loss valuation system that generates fair, market-driven values for loss vehicles.

With continuously updated data from sold and advertised vehicle listings provided by reputable sources your customers know and trust such as J.D. Power, AutoTrader and Cars.com in the U.S. and J.D. Power, Canadian Black Book, CarProof and Vast.com in Canada, WorkCenter Total Loss provides reliable vehicle information and improves customer satisfaction.

AUDIT

With the industry-leading audit administration tool, Estimate Advisor, you can easily help ensure only compliant estimatesare uploaded into WorkCenter. Create thousands of complex and customized estimate rules with Estimate Advisor, from labor rates to material allowance and even custom-defined fields and reduce the time and expense of producing supplements.

ASSISTED REVIEW

Traditionally, the estimate review process is very manual and resource intensive. However, Assisted Review has changed the game with the introduction of artificial intelligence and machine learning integrated into the estimate review process. Using photo recognition technology, Assisted Review can identify over 20 exterior vehicle-panels and as a result, evaluate damage severity as it relates to the estimator's decision.

Assisted Review allows reviewers to focus on the parts of the estimate that require the most attention. Streamline your estimate review process and allow your reviewers to improve efficiency and accuracy even if their workload increases.
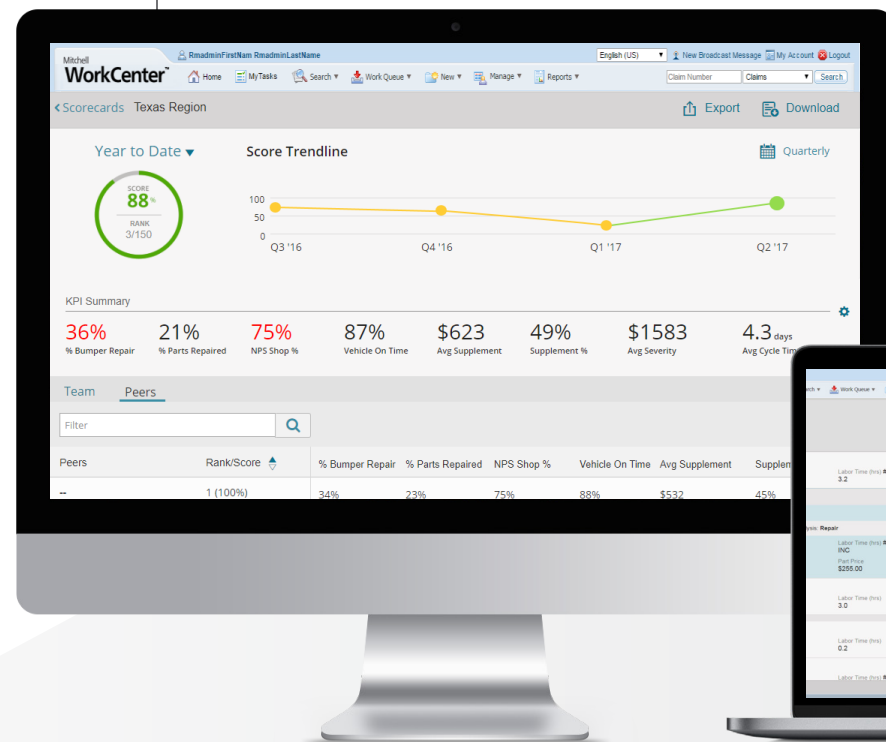
REPAIR MANAGEMENT

Getting insight into the repair status and keeping your customers informed is key to a successful customer experience. Mitchell Connect is built to simplify communications between you, your repair partners and your customers. You will be able to easily track repair statuses and jobs, streamline the supplement process, send appraisal assignments and communicate more efficiently with your direct repair facilities.

CUSTOMER SATISFACTION

In an increasingly competitive marketplace, you need a customer experience strategy that goes beyond simple surveys. With Mitchell WorkCenter Customer Satisfaction you have the tools to craft an effective, measurable strategy to meet and exceed customer expectations. Web-based reporting tools and real-time customer alerts give you a clear picture of each customer's repair experience to proactively resolve issues.

Powered by AutocheX, WorkCenter Customer Satisfaction provides industry and custom benchmarking, immediate customer feedback and multi-level reporting. Surveys can either be distributed through text messages, email sends, or by a team of survey professionals who conduct an average of 60,000 phone surveys each month.
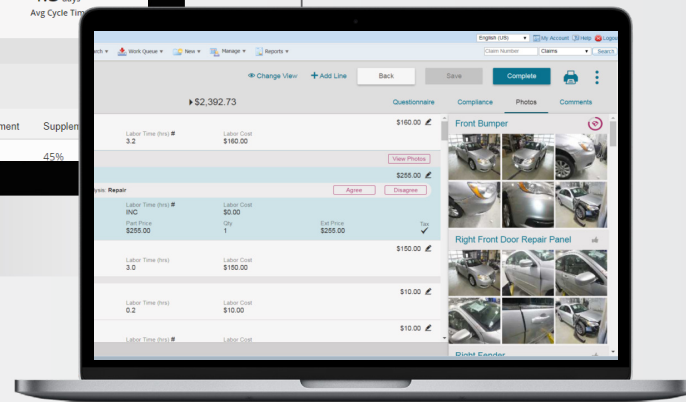
REPORTING & ANALYTICS

Performance management is a critical aspect to the claims industry, whether its managing costs or producing proper and safe estimates, the ability to consistently manage performance is essential. With Mitchell's scorecard application, MiScore, anyone within the organization can get insight into performance metrics and make informed decisions.

MiScore's wizard-like setup experience allows you to analyze the data you want in the format you need. Make use of the data you've accumulated with MiScore and get the insight you need to make better business decisions for the future.

Track and Manage KPIs for Repair Facilities, Staff Appraisers and Independent Appraisers with miScore

Streamline Your Review Process with Artificial Intelligence by Using Assisted Review

Improving at the Speed of Mitchell

"Whether it's simplifying our customer's experiences, equipping our appraisers with the proper tools or providing our team with insight and reporting, WorkCenter has something for everyone."

—Greg Davis, Meemic Insurance

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