

Introducing an easy solution that streamlines your insurance-shop communications!



# A Shop Program Solution for Insurance Carriers

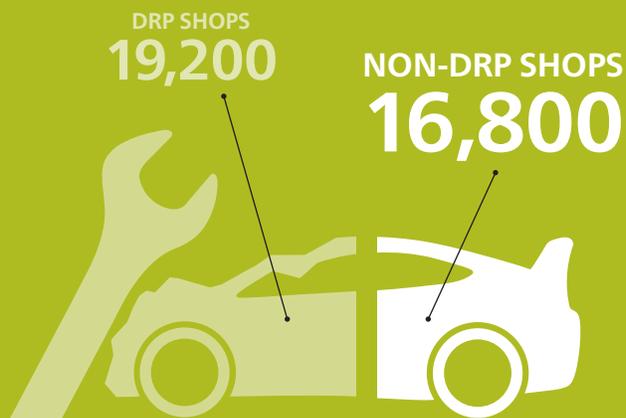
**SEND APPRAISAL ASSIGNMENTS TO ANY SHOP—  
EVEN IF THEY'RE NOT IN YOUR NETWORK.**

**LOADED WITH TIME-SAVING AND COST-EFFECTIVE FEATURES:**

- Simplifies assignment retrieval—no log-in credentials required.
- Automatically consolidates all imported artifacts into Mitchell WorkCenter™.
- Eliminates follow-up phone calls by auto-generating carrier notifications and instructions.
- Allows you to expand your body shop network and shift work to more cost-effective channels.

## DID YOU KNOW?

In the U.S., there are:



How do you reach those 16,800 shops?

Sending manual communications to shops outside of your direct repair program increases the chance of error and the need for supplementation. That's inefficient and costly.

Mitchell streamlines communications between carriers and shops with a simple solution. No preconfigured, integrated software or technical savvy is required. Even low-volume, non-DRP shops and casual users can receive assignments and upload artifacts.

### **USE DRP TECHNOLOGY EVEN FOR YOUR NON-DRP CLAIMS.**

**Connect to ANY shop inside or outside of Mitchell's network.** Shops *already using* Mitchell software for carrier communications can receive assignments and upload estimates and supporting documentation in their current solution. For them, the experience will be seamless. Shops *not using* Mitchell software are simply directed to a web-based portal for assignment details. The portal's intuitive interface lets shops easily upload estimates, photos and any other necessary documents the carrier requires.

**(m)powered**

# Mitchell Shop Program

## The Same Tools Work for DRP and Non-DRP Shops

Problem Today	Mitchell Solution
Estimates, photos and other files are not organized into a claims package	All artifacts are consolidated and imported automatically into WorkCenter from the Upload Utility—saving time and simplifying the process.
Estimates received from non-network shops require manual review	Run back end compliance (estimate scrubber) against any uploaded estimate and auto-approve or route to a desk reviewer for further investigation.
No simple way to request supplements	Reviewers can make supplement requests from the review page in WorkCenter.
Lack of event notifications put communication roadblocks in the process	Auto-generated carrier notifications and instructions are sent to shops, eliminating follow-up phone calls.

## Simplify Assignment Retrieval for Low-Volume and Non-DRP Shops

Problem Today	Mitchell Solution
Integrated systems to receive assignments and send claim artifacts can be tedious for shops that only occasionally receive carrier assignments	Assignment portal webpage is accessed from an email and allows shops to retrieve, view and print additional assignment details.  An elegant yet simple uploader tool lets users upload estimates, photos and additional artifacts with the click of a button.
Low-volume shops forget how to use the platform for receiving assignments	There's no user log-in information to remember with the intuitive, easy-to-use portal. Instead, the carrier simply provides the necessary information (claims number/VIN) for each assignment the shop receives.

### About Mitchell RepairCenter™

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.

For connected shops, 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.



For low-volume and non-network shops, assignments are made available through a web-based portal. Features available for DRP workflow include:

- Assignment email
- Uploader tool
- Back-end compliance with add-on features such as:
  - Front end compliance
  - Assignment import
  - Configurable assignment queues
  - Journal/Messaging capability.

To learn more, speak with your Mitchell representative or call 800-238-9111 for more details.

# mitchell

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