



# AudaExplore Insurance Solutions

Improving claims processing efficiency

Intelligent solutions that work *with* you.

## Claims Process

Assignment Dispatch  
and Notification

Dispatcher/  
Claims Representative

### AudaExplore Solutions

*AudaExplore provides integrated solutions that help insurers streamline the claims process—from first notice of loss (FNOL) to settlement. Included in these solutions are tools for workflow and appraisal resource management, estimating, compliance, total loss and business intelligence. At each step in the claims process, AudaExplore offers products that dramatically improve efficiency and increase policyholder satisfaction, putting vehicle owners back on the road safely, in record time.*

### Audatex Dispatch™ & Audatex Power Dispatch™

Efficiently captures loss information, dispatches appraisal resources and tracks claims status

- Improves dispatcher and appraisal workforce productivity
- Reduces severity and loss adjustment expense
- Fully integrated with Audatex Estimating™
- Allows assignment downloads into any estimating application

Power Dispatch Enhances productivity by automating a manual scheduling process

- Makes intelligent recommendations based on multiple scenarios
- Lets users take recommendations or make manual decisions
- Allows web-based access and full integration with Audatex application suite
- Tracks productivity via standardized reports

### AudaExplore Collision Estimating Database - Powers Audatex Estimating

- "Vehicle-specific, option-driven" parts and labor data
- Built-in smart repair logic
- Global data expertise
- 99.5% vehicle coverage
- Timely data updates
- Automated VIN decode
- Interactive graphics
- Inside-out Methodology

**Audatex Viewer™:** Provides instant real-time claims status

### Audatex EAI (Enterprise Application Integration):

Facilitates information exchange between AudaExplore and its insurance partners' internal business applications

Estimate Writing

Total Loss Evaluation

Upfront Estimate Compliance Checks

Estimator/Appraiser

Estimator/Appraiser

Estimator/Appraiser

### Audatex Estimating™

- Next-generation estimating application
- Improves productivity by driving faster, more accurate estimating
  - Easy to use, includes interactive on-screen hot graphics
  - Enables streamlined communication between repair facilities and their insurance partners

### Audatex Estimating Add Ons

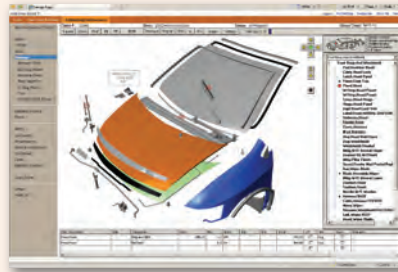
Integrated with Audatex Estimating, saving time and maximizing estimating productivity

- Digital Imaging: Easily attaches images to estimates
- Real Steel Recycled Parts: Searchable database for recycled parts
- Aftermarket Parts Database: Searchable database for aftermarket parts
- Paintless Dent Repair (PDR): Automates PDR costs with electronic dent matrices
- Tire Database: Provides instant access to tire information

### Autosource®

- Independent vehicle-valuation service powered by the industry's largest, most comprehensive vehicle-valuation database
- Fair and accurate, statistically valid total loss values
  - Complete valuation assistance includes reinspection, arbitration and expert testimony
  - Offers multiple valuation and retrieval methods—phone, fax, email, Autosource software application, as well as via the Audatex Estimating application

### NEW 3D Intelligent Graphics



With 360-degree rotation, 3D parts, unlimited zoom, color-coded parts and substrate materials identification, an estimator can find and select the right parts faster.

### Audatex Estimate Check™

- Checks estimates for compliance with pre-determined business rules prior to sending an estimate for approval
- Catches rule violations upfront and minimizes supplements
  - Accelerates estimate approval and reduces cycle time
  - Custom rules setup for staff and DRP partners to enforce best practices
  - Checks estimates on laptop or desktop (Internet connection not required)

Desk Reviewer/  
Reinspector

### Audatex Estimate Review™

- Allows insurers and repair facilities to share, and make changes to, in-progress estimates
- Patent pending, one-of-kind solution in market today
  - Ensures up-front consensus between insurer and repair facility
  - Reduces supplements and accelerates estimate approvals
  - Fully integrated with Audatex Estimating

- Enables authorized users to search, view and track claim files and, if required, take remedial action

- Drives overall claims processing productivity

- Provides data exchange between tow, salvage, rental, repair facilities, insurance partners and AudaExplore

- Seamlessly connects various trading partners within the industry

*Backend Estimate  
Compliance Checks*

*Business Management  
Reporting*

**Desk Reviewer/Claims  
Manager/Reinspector**

**Management**

**Audatex Audit™**

Checks estimates for compliance with pre-determined business rules, after the estimate has been submitted by appraiser

- Identifies and prioritizes estimates that need review for non-compliance
- Establishes performance trends and training opportunities by appraiser / office / region
- Enforces custom rules to ensure best practices
- Integrated with Audatex Re-Inspection and Audatex Estimating

**Audatex Insight™**

Web-based business intelligence platform lets users monitor, measure and manage claims performance within a customizable visual platform.

- Gives timely access to actionable intelligence via interactive dashboards, graphs, and tables
- Supplies key business metrics, industry benchmarks and historical trends
- Meets all levels of user-needs by providing analytical tools ranging from standard reports to customized queries

**Reinspector**

**AudaExplore Data Warehouse**

Foundation for Audatex's business intelligence tools

- 15 years of vehicle claim repair history
- Updated daily

**Audatex Reinspection™**

Automates the entire reinspection workflow, from assignment to on-site evaluation

- Improves productivity through the automation of a manual process
- Provides reinspector access to all estimate data—including images, notes, comments—resulting in a comprehensive reinspection
- Compatible with estimates from any CIECA-compliant estimating system

FINAL ESTIMATE / SUPPLEMENT UPLOAD

- Ultimately improves vehicle-owner satisfaction with faster claims settlement

- Improves claims processing productivity

# AudaExplore



*AudaExplore is the world leader in the development and implementation of software and services for the automobile insurance claims processing industry. As part of the Solera integrated group of companies, we draw on our broad global claims market experience and tangible return on investments to identify and implement the best-practice processes that drive continuous improvement for our local customers and their trading partners.*

**Our key differentiators include:**

## Global Presence

- Active in more than 50 countries across six continents
- More than 2,000 employees worldwide

## Customer Expertise

Over 40 years experience serving our clients, including:

- 900 insurance carriers
- 33,000 collision repair facilities
- 7,000 independent assessors
- 3,000 automotive recyclers

## Innovative Technology & Databases

- Only “vehicle-specific, option-driven” collision database
- Market leading total loss valuation database
- Next-generation estimating platform
- Integrated solutions that improve claims processing accuracy and efficiency

## Financial Strength

- Only public company among competitors
- Capital to invest in strategic acquisitions and partnerships
- Over \$500 Million invested in 2011 alone
- Over 7 strategic investments and acquisitions made since 2006

**Strategic acquisitions in the US market include:**

### New Era Software

In February 2011, Solera acquired New Era Software LLC, a U.S.-based provider of body shop management systems (“BMS”). NewEra’s integrated body shop management solution, iAutoFocus™, tracks vital operational elements of the collision repair process and drives shop productivity.

### Explore Information Services

In June 2011, Solera completed the acquisition of Explore Information Services, LLC. Explore is a leading U.S. provider of innovative data and analytics services used by automotive property and casualty insurers. Explore’s exception-based reports allow insurance companies to stay informed and capture premium that matches their true risk. Automotive analytics products include:

**EARS** – is the industry standard for monthly violation monitoring. Insurance companies provide monthly input files of insured drivers. EARS returns reports on drivers convicted of moving violation activity.

**RiskAlert** – an interactive new business application, or monthly batch service that monitors and reports undisclosed drivers licensed at the same address as the policyholder.

**Violation Predictor** – an interactive, new business service that flags drivers most likely to have moving violations on their driving record.

**Auto Location Insight (ALI)** - returns a property specific risk score (for each driver at a garage address) that represents the relative likelihood of future loss. ALI analyzes road networks and driving hazards in a calculated drive area, then returns a score representing each driver’s relative risk.

In addition to data and analytics services for the automotive market, Explore has a variety of products geared towards the home products market that provide intelligence that rates properties based on loss from all perils including; fire, theft, liability, wind/hail and water - Property Location Insight, PropertyPoint, FireSafe.



# AudaExplore World-Class Support

*AudaExplore offers more than technology solutions; we believe in supporting our customers from the day they sign up with us. To ensure your total satisfaction, we offer end-to-end support, including:*

- **Implementation Services:** Once you become an AudaExplore customer, our implementation professionals work to ensure that you are up and running with our solutions. Field support managers and dedicated program managers\* drive a seamless on-boarding process.
- **Training Services:** AudaExplore provides instructor-led, computer-based and virtual training courses. Visit the Online Training Center, [www.training.audatex.us](http://www.training.audatex.us), for more information or a class schedule.

## Industry-Leading Training

As an IACET Authorized Provider, AudaExplore can offer Continuing Education Units (CEUs) for its programs that qualify under IACET guidelines. AudaExplore is also the first in the industry to provide CEUs for virtual classes—including computer-based training and webinars—through its ASE-certified CASE designation. And, specified AudaExplore courses also qualify for credits toward the Automotive Management Institute's (AMI's) Accredited Automotive Manager designation.

\* Contingent on specific contract.

- **Technical Support:** For your convenience, AudaExplore offers several options for ongoing product support, including:

**Web Chat:** Chat live with a technical support representative, Monday through Friday from 8 a.m. to 8 p.m. Eastern, by going to [www.support.audatex.us](http://www.support.audatex.us).

**E-Mail:** If you have a question that is not critical, you can email technical support from the website, [www.support.audatex.us](http://www.support.audatex.us), and a representative will return your message within 24 hours.

**Phone:** Dial 800-669-4237, Monday through Friday, from 8 a.m. to 8 p.m. Eastern, to speak with a technical support representative.

**Web Knowledge Library:** Find the answers to your frequently asked questions, "how to" documentation and product help files by going to [www.support.audatex.us](http://www.support.audatex.us).

## Contact a Sales Rep Today

For more information:

Call: 1-800-237-4968 or

see us at [www.audaexplore.com](http://www.audaexplore.com)



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