



## Audatex<sup>®</sup> Workflow Management Solutions

Receive, dispatch and track claims efficiently



# Audatex Workflow Management Solutions

## Audatex Claims Manager

### Convenient, Centralized Web Portal

Audatex Claims Manager provides real-time, centralized access to claims data. Through this web-based portal, users can connect to the entire suite of integrated Audatex applications including Audatex Estimating™, Audatex Power Dispatch, Audatex Viewer, Audatex Audit™, Audatex Estimate Review™ and Audatex Estimate Check™.

### Increase Productivity through Seamless Integration

Audatex Claims Manager streamlines claims workflow for insurers and the business partners, speeds claims processing, and reduces cycle times by centralizing access to multiple claims-processing applications—improving overall customer satisfaction.

- **Single Sign-in Access:** Save time by signing in only once to access multiple Audatex applications.
- **Centralized, Real-time Claims Information:** Enhance communication and maximize productivity by providing centralized access for multiple users (including dispatchers, appraisers, claims managers, etc.).
- **Flexible Set-up Options:** Customize user access by specifying which Audatex applications users can log on to.

## Audatex Power Dispatch

### Efficient Receipt and Dispatch of Assignments

Audatex Power Dispatch is a web-based tool that captures loss information and intelligently identifies applicable resources for appraisal assignments.

### Drive Dispatcher and Appraisal Resource Efficiency

Audatex Power Dispatch minimizes transit time and maximizes appraisal resource utilization—reducing loss adjustment expense (LAE) and severity while improving vehicle-owner satisfaction.

- **Loss Report Creation and Editing:** Enhance workflow speed and flexibility by using the assignment feature to electronically capture first notice of loss (FNOL) information. With this information, you can create an electronic assignment that you or your repair-facility partners can download to any estimating system. You can also enter your loss report and special instructions prior to dispatching an assignment.
- **Easy Dispatch Resource Selection:** Quickly select the best resource for the assignment since all available dispatch resource types are displayed on one, integrated page.

With Audatex Claims Manager™, Audatex Power Dispatch™ and Audatex Viewer™, insurers can streamline claims management, improve efficiency and dramatically reduce cycle times.

## Audatex Viewer

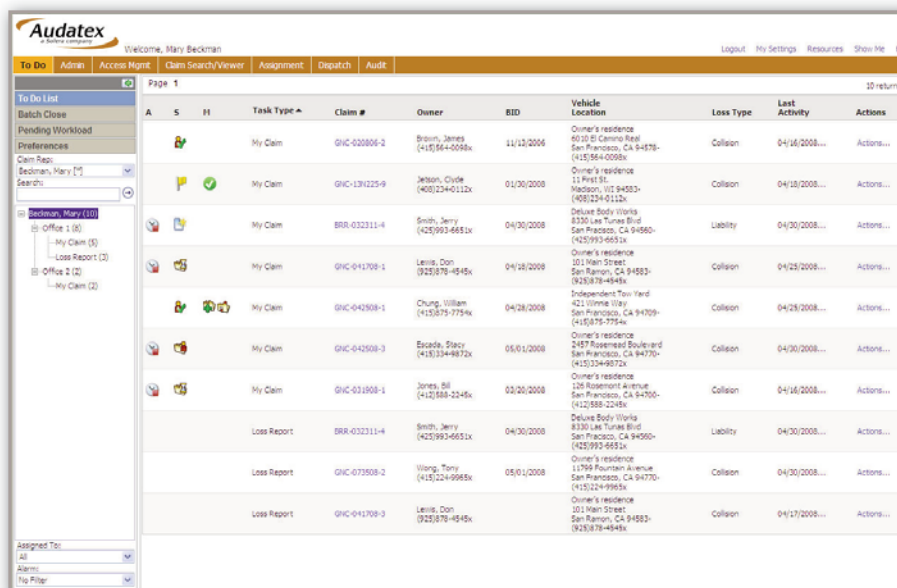
### Instant, Real-time Claim Status

Simply enter any one of a few criteria—claim number, owner last name or date range—and receive detailed information on claims status. Using Audatex Viewer, you now have a single point of access for all documents, photos, estimates, claim-assignment history and status changes filed by claim number.

### Reduce Time Searching for Information and Improve Processing Speed

By providing easy, instant access to detailed claims information, Audatex Viewer supports faster and more efficient claims processing.

- **Flexible Claims Search Criteria:** Quickly and efficiently search for claims by using a single criterion, such as claim number, vehicle owner, date range or a combination thereof, to locate claims and create custom reports.
- **Multi-user, Centralized Access:** Allow numerous users to access claims information in a centralized location, anywhere and anytime.
- **Document Organization Tools:** Provides convenient access to information by organizing documents in folders.
- **Detailed Event Logs:** Make it easy for your users to follow the claim's progression.



Task Type	Claim #	Owner	RID	Vehicle Location	Loss Type	Last Activity	Actions
My Claim	GHC-020806-2	Brown, James (415)864-0066x	11/12/2006	Owner's residence 4030 St Camino Real San Francisco, CA 94132- (415)864-0066x	Collision	04/16/2008...	Actions...
My Claim	GHC-1310225-9	Jelson, Clyde (408)234-0112x	01/30/2008	Owner's residence 119161 St. Madison, WI 54583- (408)234-0112x	Collision	04/18/2008...	Actions...
My Claim	BRR-032311-4	Smith, Jerry (425)993-6651x	04/30/2008	Deluxe Body Works 8330 Lee Turner Blvd San Ramon, CA 94580- (425)993-6651x	Liability	04/30/2008...	Actions...
My Claim	GHC-041709-1	Lewis, Don (925)878-4545x	04/18/2008	Owner's residence 301 Main Street San Ramon, CA 94583- (925)878-4545x	Collision	04/28/2008...	Actions...
My Claim	GHC-042908-1	Chung, William (415)875-7754x	04/28/2008	Independent Tom Ford 421 Wilme Way San Francisco, CA 94109- (415)875-7754x	Collision	04/28/2008...	Actions...
My Claim	GHC-042608-3	Escada, Stacy (415)334-9872x	05/01/2008	Owner's residence 2487 Rosemead Boulevard San Francisco, CA 94170- (415)334-9872x	Collision	04/30/2008...	Actions...
My Claim	GHC-021808-1	Jones, Bill (412)888-2245x	02/20/2008	Owner's residence 124 Rosemont Avenue San Francisco, CA 94100- (412)888-2245x	Collision	04/16/2008...	Actions...
Loss Report	BRR-032311-4	Smith, Jerry (425)993-6651x	04/30/2008	Deluxe Body Works 8330 Lee Turner Blvd San Ramon, CA 94580- (425)993-6651x	Liability	04/30/2008...	Actions...
Loss Report	GHC-073508-2	Wong, Tony (415)224-9965x	05/01/2008	Owner's residence 11300 Bourne Avenue San Francisco, CA 94170- (415)224-9965x	Collision	04/30/2008...	Actions...
Loss Report	GHC-041709-3	Lewis, Don (925)878-4545x		Owner's residence 301 Main Street San Ramon, CA 94583- (925)878-4545x	Collision	04/17/2008...	Actions...

### TRACK CLAIMS AFTER DISPATCH WITH THE TO-DO LIST

Using Audatex Dispatch, insurers can send assignments electronically and choose the appraisal resource that best suits the severity of the claim (i.e. direct repair program partners, independent appraisers or staff appraisers). The application displays program partners within a specified geographic radius of the damaged vehicle. It also lets you expand the radius to search for additional repair facilities. And, by defining geographic coverage, workload capacity and schedule, you can dispatch your staff appraisers more effectively.

- **Map Display:** Simplify resource selection with a visual map interface option that shows vehicle and appointment locations as well as appraiser sites.

- **To-Do List:** Proactively manage the claims process and reduce cycle times by tracking claim status at different stages of the claim via the To-Do list.
- **Alarm Setups:** Manage by exception and ensure that assignments are proceeding on schedule by setting up alarms to track key events. These alarms identify exceptions that require your attention by alerting you to situations that do, or do not, take place as specified (such as when more than one day has passed between the time an assignment is dispatched to the time the estimate is uploaded).

# Audatex World-Class Support

■ **Training Services:** Audatex offers instructor-led, computer-based and virtual training courses. As a Solera company, Audatex is the industry's first claims solutions provider approved as a member of the I-CAR® Industry Training Alliance<sup>SM</sup> program—enabling students to earn points valid towards I-CAR Gold Class Professionals® and Platinum Individual™ requirements. In addition, as an IACET Authorized Provider, Audatex can offer Continuing Education Units (CEUs) for its programs that qualify under IACET guidelines. Audatex 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 Audatex courses also qualify for credits toward the Automotive Management Institute's (AMI's) Accredited Automotive Manager designation.

Visit the Online Training Center, [www.training.audatex.us](http://www.training.audatex.us), for more information and a list of upcoming classes.

■ **Technical Support:** Audatex Technical Support includes access to more than 100 highly trained representatives, available at 800-546-5237, from 8 a.m. to 8 p.m. Eastern, Monday through Friday. It also includes unlimited access to an online support website, [www.support.audatex.us](http://www.support.audatex.us), that offers 24/7 e-based support, web chat, knowledge-base software and answers to your frequently asked questions.

## Contact a Sales Rep Today

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