



Electronic Parts Procurement

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Perspectives on Industry Challenges

■ Insurers

- ◆ Managing costs (severity and LAE)
- ◆ Increasing customer satisfaction
- ◆ Decreasing cycle time
- ◆ Enhancing employee productivity
- ◆ Monitoring business partner KPIs



Perspectives on Industry Challenges

■ Repairers

- ◆ Profitably working with multiple insurer DRPs
 - ◆ Getting paid for all the work performed
 - ◆ Maintaining profitability when using alternate parts
- ◆ Using one simple process to increase productivity with minimum impact to cycle time and no impact on repair quality
- ◆ Increasing customer satisfaction
- ◆ Measuring insurer KPIs and managing to them
- ◆ Consistent procurement user experience (part quality, warranty, delivery timelines)



Perspectives on Industry Challenges

■ Part Suppliers

- ◆ Increase exposure to increase sales opportunities
- ◆ Reduce part returns
- ◆ Increase volume with minimal increase in costs
- ◆ For recyclers, access to quality vehicles



Barriers to Widespread Adoption of Solutions

- Misaligned expectations and behaviors between business partners
- Solutions have been targeted at “niche segments”
- Multiple fragmented players have caused confusion
- CIECA standards are now more usable and available to develop solutions



The “Winning” Solution...

- Will treat each “actor” with respect.
- Will solve each “actor’s” business challenges.
- Will not add work.
- Will ease confusion and aid in aligning expectations.