REPAIR PLANNING FIELD REPORT

Volume 2, 2022

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advanced repair technologies
a division of OEC®

Working Together to Make Safe and Proper Repair Easy

Since our first field report was published, early adopter shops have integrated RepairLogic into their core workflow. They're no longer 'just testing software,' but now showing us how the RepairLogic platform helps drive safety, trust, and transparency into their vehicle repairs by streamlining, simplifying, and automating the delivery of vital repair content to estimators, repair planners, and technicians.

These industry leading repair teams are continually developing repair planning best practices, and the learnings gathered from the jobs they have researched show us how RepairLogic is already making repair research faster, easier, and more collaborative—important steps to increase the number of repairs that can be described as safe and proper. With every piece of OEM data that's added to RepairLogic, every shop that adopts best in class repair planning processes, and every moment of collaboration, we take another step, together, toward repair outcomes for which we can all take great pride.

The focus of this second field report is to provide insight into what we learned from repair organizations using RepairLogic, and correlate them to product utilization and industry sentiment. As more repair teams adopt RepairLogic and more OEM coverage is added, we will continue to adapt and share our findings.

Sincerely,

Pat Blech
Product Director, Advanced Repair Technologies

Field Report V1 Recap

In January 2022, we published our first field report on repair planning and learned that RepairLogic:

- makes it faster and easier to find repair information — RepairLogic is more than twice as fast as other tools
- empowers repairers to complete a comprehensive repair plan — 90% of research was completed using only RepairLogic, and 95% of jobs included at least one calibration
- supports safe and proper repair — 83% of shops agreed that they would research more frequently because of RepairLogic
- optimizes procurement — 42% of plans included one-time use parts that would have been missed without RepairLogic

Report Scope: 48 rooftops | 50 end users | 360 repair plans

Field Report V2 Goals

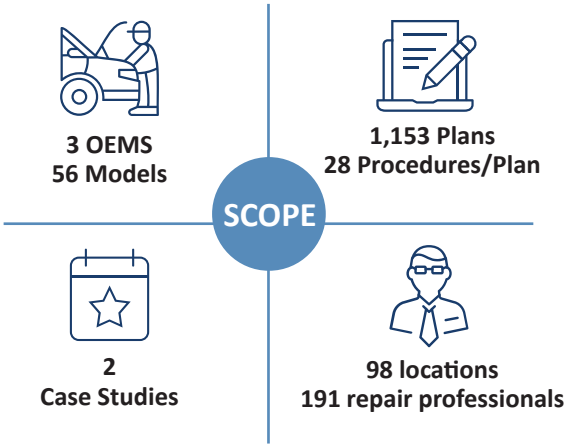
For this second field report, we expanded our goals and our dataset to include:

Goals:

- Learn from early adopters that have integrated RepairLogic into their processes
- Validate and expand on the results and insights from Field Report V1

Dataset:

- Added a third OEM
- Added over 35 new models
- Added an additional 50 locations
- Increased by 700 jobs



The following tactics were used to capture data and insights from participating repairers:

Profile Questionnaires – captured participant and repair location information such as operating model, research practices, certifications, role, and experience level

Repair Detail Survey – at the completion of each repair plan, participants completed a brief, in-app survey to capture information regarding their perception of efficiencies, benefits, and challenges experienced with the specific repair plan as well as repair complexity and cost

Case Studies – interviews were completed with managers at two separate shops that have been using RepairLogic for a few months to determine which aspects have been most valuable for each

Utilization Assessment – detailed tracking of how many shops actively used RepairLogic, how many people within each repair team were active in the platform, and how many jobs were researched

Elmer's Auto Body

Priding himself as "very committed and passionate about (the automotive) industry" and operating by the philosophy of "if you stand still, you're going to die," Don Cox is the perfect example of an early adopter. Don is the general manager of Elmer's Auto Body, a three location repair organization in New Jersey that repairs roughly 200 vehicles per month. Don's adapt-or-die philosophy made Elmer's a strong fit to participate in OEC's RepairLogic Beta study.

Elmer's Auto Body has taken full advantage of RepairLogic during their Beta experience. Even before RepairLogic, Elmer's would create comprehensive repair plans for every vehicle they repair. Trying to create complete, accurate repair plans while attempting to navigate multiple OEM techinfo sites all using differing naming conventions alongside a major repair data aggregator has always been challenging and time-consuming. In fact, it took so much time that Elmer's hired a researcher whose sole responsibility was to find and save OEM procedures. That changed when RepairLogic came along. Previously just a researcher, the employee is now an estimator and repair planner—essentially "doubling efficiency" by allowing one employee to do what would previously have required two FTEs.

Efficiency hasn't been the only benefit that Don has noticed. They've also made huge strides in repair plan accuracy. Since using RepairLogic, the percentage of instances in which additional parts and labor operations are identified after repair planning has been cut down from 27% to 15%. In addition to the monetary and customer satisfaction benefits, Don also noticed improved morale as rework decreased. He says that there is less finger pointing, which has been "good for team building." Additionally, RepairLogic has helped Elmer's identify ADAS calibration procedures ahead of time and aided in compiling documentation necessary to justify the use and reimbursement of critical OEM parts.

Ultimately, Don looks at the issues facing the collision industry and sees that RepairLogic has the potential to help alleviate tension between stakeholders. He believes in its ability to ease the burdens of the labor shortage and foster safe and proper repair throughout the industry, "This is the first time I can see us winning – all of the stakeholders have to realize that we have to repair these cars correctly, and (RepairLogic) can help us do that."

Elmer's Auto Body:

- Three NJ Locations
- 31 Employees
- 75 Years in Operation
- 180+ Monthly Repairs
- 10 OEM Certifications
- Nearly all OEMs Serviced

"It makes for a better life without finger pointing. It's good for team building."

- Don Cox, Elmer's Autobody

Don Cox

- Operations and General Manager
- 30 Years at Elmer's Auto Body
- Previously: Air Force Electronic Engineer

Woodhouse

James Rodis is an evangelist for repair planning. James is the Technical, Process, and Procedure Trainer for Woodhouse Collision Centers, a three-location repair organization located in Nebraska. Woodhouse's first priority has always been ensuring that each and every vehicle is repaired safely and properly. They've proven this commitment by creating a full repair plan for 100% of vehicles.

While worthwhile, the repair planning process at Woodhouse was labor intensive. For each repair, a dedicated planning professional would go into the OEM tech site and download each procedure individually. They would then create a folder on their network for the repair and subfolders for each group of procedures. "We'd have six different documents for the front bumper… we'd put all those in a subfolder and we'd put the subfolders into a major folder," James said. Technicians would then need to go into the folders and dig through to find the procedures they need at that particular moment. This process was time-consuming for the planner and difficult for the technicians to navigate.

Four months ago, Woodhouse began utilizing RepairLogic and this process was turned on its head. Immediately, James and his staff noticed how much easier navigation is in RepairLogic. No more folders and subfolders full of individually saved PDF procedures. The technicians can now access the procedures directly in RepairLogic in a consistent, easy-to-understand format — "It reads like a book." Woodhouse easily stores the repair plan through a quick export of a single digital file with all the procedures used in the repair. Technicians can now instantly find procedures assigned to them while maintaining access to the entire plan.

In addition to easing the burden on employees, it has also directly helped drive profit for Woodhouse. RepairLogic has cut the time spent by the repair planner pulling procedures to a third of what it had previously been. This has opened up the majority of his time to actively work on vehicles, allowing Woodhouse to increase repair hours and generate additional revenue from an experienced technician with 25 years in the trade.

Woodhouse has always been dedicated to comprehensive repair planning, but it's required high levels of both infrastructure and human resource allocation. RepairLogic has eased both issues, tripled research speeds, and eliminated the complexity of creating, navigating, and maintaining unique file structures for every job.

Woodhouse:

- Three NE Locations
- 34 Employees
- 47 Years in Operation
- 300 Monthly Repairs
- 9 OEM Certifications
- 9 OEMs Serviced

"It's super easy to navigate. Once you get through five plans, you're proficient at it

- James Rodis, Woodhouse

James Rodis

- Technical, Process, and Procedure Trainer
- 15 years in current role
- 28 years as technician

Creating Value for Repair Teams

The Advanced Repair Technologies team focuses on key competitive differentiators (see graphic) when assessing the value created by RepairLogic for those involved in collision repair.

Our first report provided measurable insights into the first four goals. In this second report, we are seeing the value of these goals to early adopters. We also added a fifth key differentiator to measure: Advancing Collaboration From Teardown Through Settlement.

The Value of Faster and Easier Repair Research

No matter the age or type of vehicle, RepairLogic remains twice as fast as other tools for research or repair planning. As with the first report, the speed at which a repair plan can be created with RepairLogic is attributed to the continuous research and development effort invested in intuitive design and RepairLogic's ability to automatically locate and add procedures related to the ones selected by the user. This not only speeds up the repair planning process, but ensures that repair plans are not only comprehensive of procedures, but also inclusive of required calibrations and single-use parts for a proper repair.

Vehicle Attribute	Minutes Alt Tools	Efficiency Gain	Procedures Per Plan	Auto Added Procedures
New (2019-2022)	31		43	
Mid (2015-2018)	28	**2.3X Faster**	36	**63% Added**
Old (Pre 2015)	27		34	
Truck	32		34	
SUV	23	**2.4X Faster**	43	**65% Added**
Comp SUV	31		36	
Sedan	29		43	

Repairers are still reporting that RepairLogic is **twice as fast**...for all ages and types of vehicles

"We had a full-time person... all she did was research. Now she's my estimator and repair planner. It doubled efficiency."

- Don Cox, Elmer's Autobody

Calibrations for Better Repair Outcomes

Feedback from repair teams revealed challenges with properly identifying calibrations needed for repairs. They indicated these operations not only require skilled individuals to diagnose the repair, but also expert knowledge of all relevant OEM repair information. Industry studies have also highlighted this challenge—even suggesting calibrations are missed on most repairs.

The RepairLogic team prioritized easy calibration identification during product development, and also automated the inclusion of calibration procedures when called for by a primary procedure such as a bumper removal.

Results show that an average of 4 calibrations were added to each job and over 50% were added automatically. This demonstrates that RepairLogic is making it easier to identify these critical procedures, promoting better repair outcomes.

Vehicle Age:	Newest /2019 - 2022/	Mid /2015 - 2018/	Older /pre 2015/
Calibrations per plan:	6	5	3
% of Calibrations Automatically Added:	56%	73%	50%

*"Knowing calibration procedures in advance helps **justify estimate labor times**."*

- Don Cox at Elmer's

Advancing Collaboration – Sharing Plans

While reviewing repair processes, we observed challenges involved with simply collecting and sharing the information needed for a repair plan. For example, repairers reported downloading unique PDF files for each required procedure, resulting in dozens of files for a single repair. The amount of files for each repair made it difficult to share this critical information.

RepairLogic provides capabilities that allow repairers to efficiently access and share the information with stakeholders to advance industry collaboration. When surveying participants, we learned that repair teams were almost always sharing plans with both internal and external stakeholders, especially on large plans. This was made possible by RepairLogic's ability to consolidate all repair information into an average of only two digital files per job.

Digital Files by Plan Size

Small (1-10)	Medium (11-40)	Large (11-41+)
2.2 Average # of Digital Files	2.4 Average # of Digital Files	2.3 Average # of Digital Files
40% of Total Plans	43% of Total Plans	17% of Total Plans

Straight from the Field

Since publishing Field Report V1, we have onboarded repair information for 11 Nissan models. The team studied outcomes of Nissan repair plans to help ensure consistent quality across manufacturers. The following examples highlight real-world results from Nissan repair plans created in RepairLogic.

2021 Nissan Rogue

Medium Complexity

57% Automated
4x Faster

10 min vs 40 min
30 min saved
79 procedures
34 Selected | 45 Automated

Shared twice
Technician
Vehicle Owner

17
single use parts

4
Calibration
Procedures

"RepairLogic makes my life easier!"

Fast & Easy

Workflow

Parts

Calibration

2017 Nissan Altima

Medium Complexity

15 min vs 40 min
25 min saved
18 procedures
9 Selected | 9 Automated

50% Automated
2.7x Faster

Shared twice
CSR
Insurance Adjuster

2
single use parts

2
Calibration
Procedures

"Like the ability to remove panels and expose Adjacent weld zone areas. One time use parts info is paramount."

Field Report V2 Summary

Advantages observed in Field Report V1 **continue to be realized**, no matter the vehicle **age** or **type** under repair.

Fast

2.3X
faster than existing tools by **averaging 13 minutes of research**

Easy

64%
of procedures were automatically added to repair plans.
"RepairLogic reads like a book"
- James Rodis

Repair Outcomes

78%
of jobs included one or more calibration procedures - **60% were automated**

Collaboration Reduces Friction:

Within Repair Team

2X
increased sharing of repair plans meant *"less finger pointing which has been great for team building."*
- Don Cox

With Carrier

44%
improved up front accuracy resulted in a drop in supplements, with one organization seeing a 44% decrease

Scope: 98 rooftops | 191 end users | 1,153 repairs

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OEM research doesn't have to be complicated. Feedback from 98 locations across the US and Canada provides strong support that RepairLogic is making both the repair research process and comprehensive digital repair planning faster, easier, and more collaborative than ever before.

The Advanced Repair Technologies team continues to analyze repair planning data with organizations actively using RepairLogic. Field Report V3 will showcase additional findings and insights for review by repairers, OEMs, and other stakeholders joining us in our mission to drive safety, trust, and transparency in vehicle repair.

To get involved or learn more about our research into repair planning practices and impact on repair outcomes, please visit go.oeconnection.com/repairlogic

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