

RepairLogic streamlines technician training at Rickenbaugh Collision



With today's vehicle technology, performing OEM research on every job has become the standard for ensuring safety and quality.

This presents collision repairers with unique challenges when it comes to hiring new estimators. Between complex OEM procedure techinfo sites, inadequate parts identification tools, and seemingly endless procedure lists, new estimators find it challenging to get up-to-speed.

Between complex OEM procedure techinfo sites, inadequate parts identification tools, and seemingly endless procedure lists, **new estimators find it challenging to get up-to-speed.**

Alex, the operations manager at Rickenbaugh, a dealership-owned body shop in Colorado, noticed these challenges in his organization, including getting new hires up to speed in an efficient way, since taking over operations in 2022. However, the most recently hired estimator seemed to get up-to-speed quicker than previous hires. This improvement in technician training, Alex realized, was the result of Rickenbaugh's recent adoption of RepairLogic.

Typically, repair plans created by new estimators required significant back-and-forth to note the appropriate single-use parts. RepairLogic helped the Rickenbaugh team eliminate this slow-down in the process by quickly and easily identifying single-use parts. Alex noted the difference, stating, **"Having the one-time use part tools helped my brand-new estimator write quality repair plans quickly."**

Not only did RepairLogic facilitate the new technician's training, it also helped experienced techs on the team work more efficiently.

In addition to facilitating technician training and upskilling, RepairLogic helped the Rickenbaugh team streamline their file sharing process. Rickenbaugh's policy requires each estimate to have a repair plan attached to the work file, but estimating systems limit file sizes, making it impossible to attach a complete repair plan. As a workaround, Rickenbaugh stored files on a shared drive, linking to them in the estimate notes. With RepairLogic's shareable PDFs, they can now attach full plans directly into the estimating system, eliminating tedious extra steps.

RepairLogic by the numbers

20%

increase in
mechanical
operation sales

\$139

increase
per repair
order

Comprehensive
repair plans
created in
15 minutes
(average)

“Having the one-time use part tools helped my brand-new estimator write quality repair plans quickly.”

Most importantly, Rickenbaugh has seen a sales increase of \$139 per repair order since adopting RepairLogic. Alex credits this to a variety of RepairLogic features, including the single-use parts identification tool and the inclusion of position statements related to post-collision and post-repair inspections. **“Having all the CRIB statements for the post-collision and post-repair inspections that need to be done is a huge benefit.”**

Alex stated mechanical operation sales, one of the most profitable repair aspects, are also up 20% since RepairLogic, “a huge win.”

For Rickenbaugh, RepairLogic has driven profit, simplified complex processes, and provided faster technician training and upskilling. The platform made it easy to identify single-use parts, digitally share complete repair plans, and follow up-to-date OEM repair procedures, ultimately leading to performing safer and more profitable repairs.



Scan the QR code or [click here](#) to learn more about how RepairLogic can help your Collision Repair Facility.

