Improving claims processing efficiency
Intelligent solutions that work with you.

**Claims Process**

**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.*

**AudaExplore Collision Estimating Database - Powers Audatex Estimating**

- “Vehicle-specific, option-driven” parts and labor data
- 99.5% vehicle coverage
- Built-in smart repair logic
- Timely data updates
- Interactive graphics
- Global data expertise
- Automated VIN decode
- 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
• 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
• Ultimately improves vehicle-owner satisfaction with faster claims settlement

• Improves claims processing productivity

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 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

Audatex Audit™
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

Audatex Insight™
Foundation for Audatex’s business intelligence tools
• 15 years of vehicle claim repair history
• Updated daily

AudaExplore Data Warehouse
Foundation for Audatex’s business intelligence tools
• 15 years of vehicle claim repair history
• Updated daily
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, 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.

- **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.
  - **E-Mail:** If you have a question that is not critical, you can email technical support from the website, 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.

**Contact a Sales Rep Today**

For more information:

Call: 1-800-237-4968 or see us at www.audaexplore.com

* Contingent on specific contract.