

# CALIBER COLLISION

RESTORING THE RHYTHM OF YOUR LIFE®

## MSO View of CIECA Standards

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## Who We Are

CALIBER COLLISION

### OUR PURPOSE

is to restore our customers to  
the rhythm of their lives

### OUR VISION

is to be the company that improves the image  
of the collision repair experience

### OUR MISSION

is to become the collision repair provider of choice  
in every community we serve

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CALIBER COLLISION

### MY COMMITMENT — TO DELIVERING OUR — PURPOSE, VISION, AND MISSION.

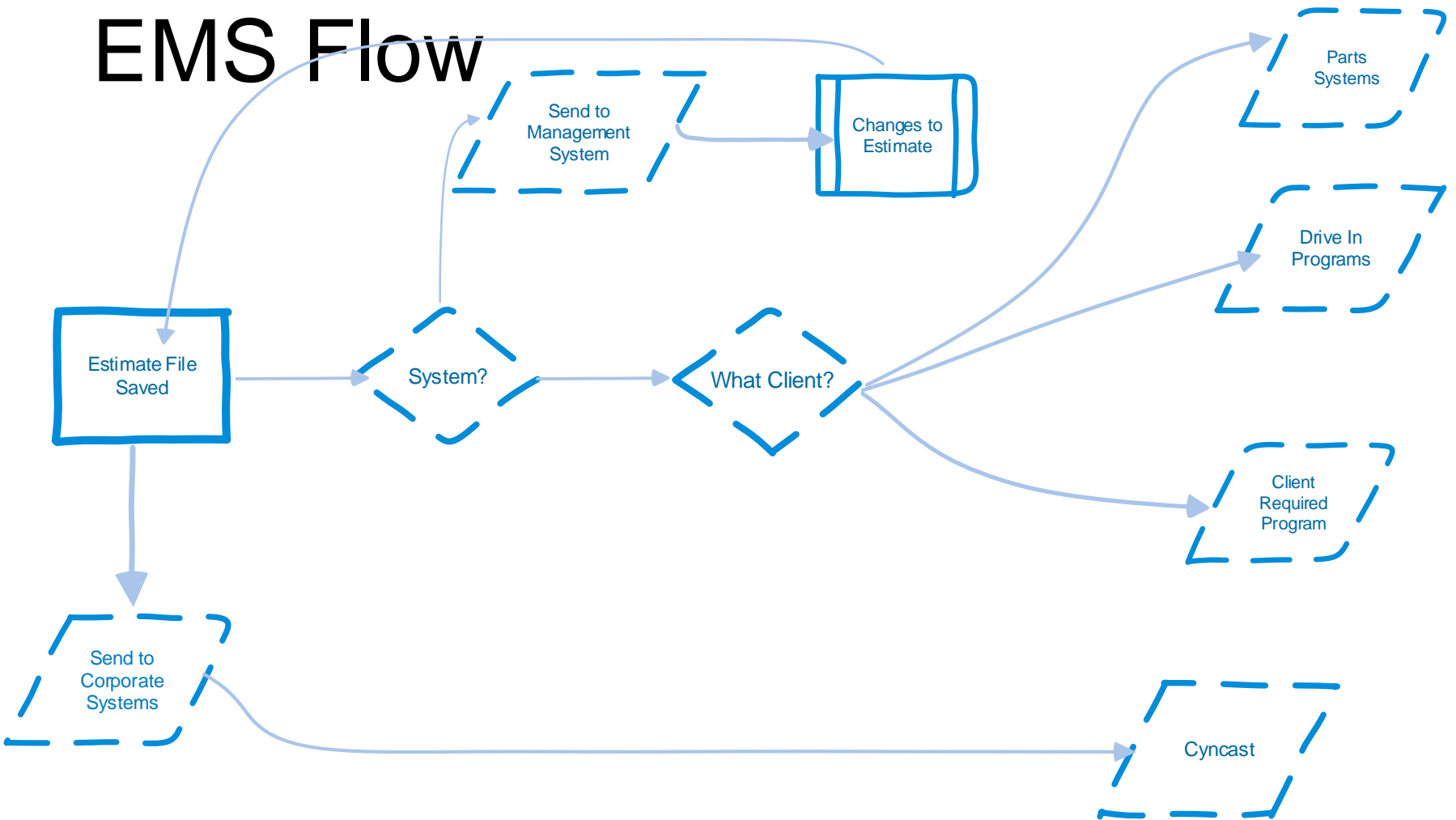
- ▶ **PROVIDE OPERATIONAL CONSISTENCY**  
in quality, estimate accuracy,  
and cycle time
- ▶ **FOCUS ON MY CUSTOMER**  
through effective communication  
and complete satisfaction
- ▶ **MANAGE OVERALL CLIENT COST**  
without sacrificing industry-leading  
performance standards

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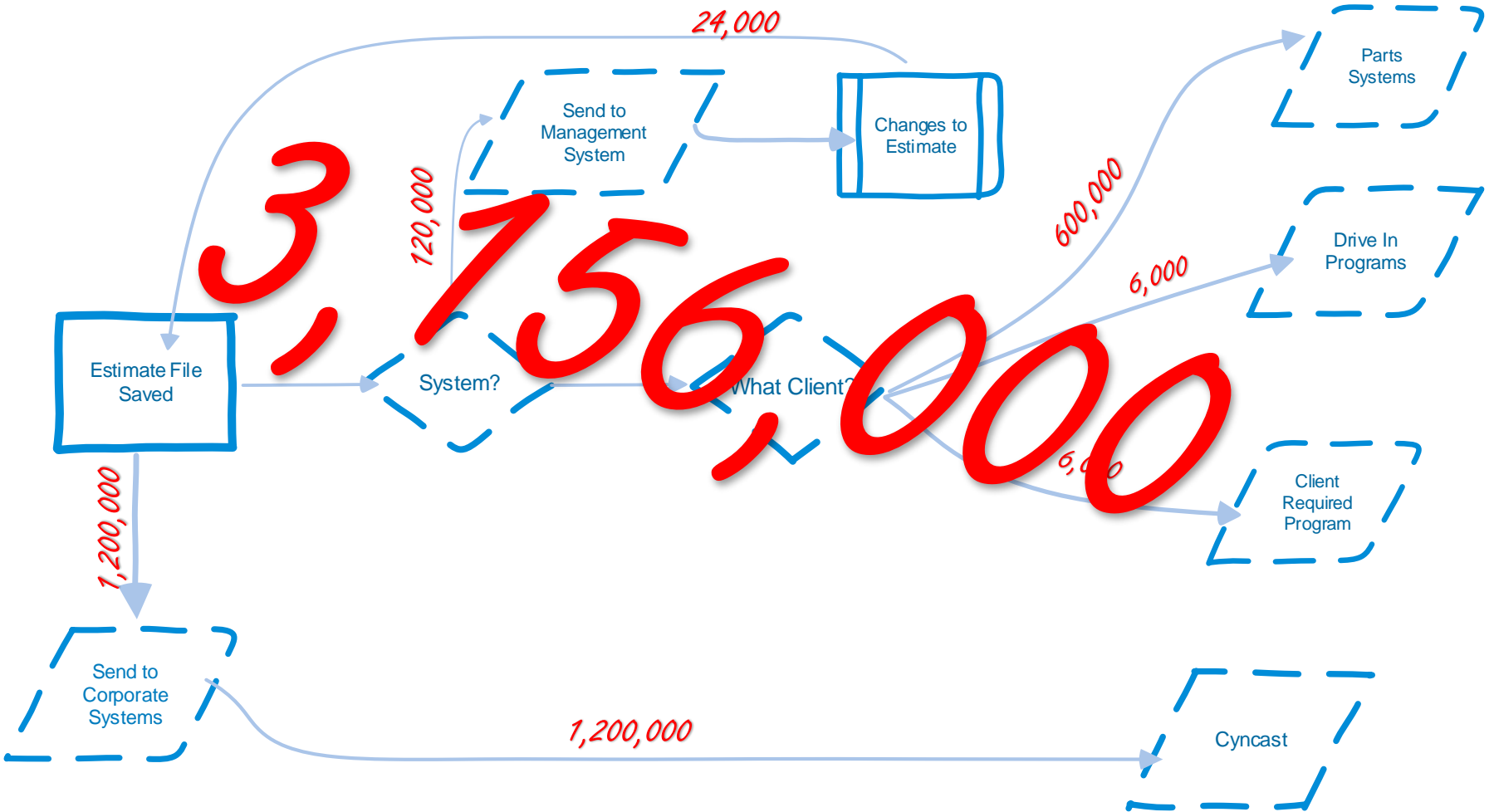
# Caliber Technology

- Technology must:
  - Be an enabler of our Purpose, Vision, and Mission
  - Protect customer data
  - Provide value for our Clients
  - Help create a great work environment

## EMS Flow



# By the Numbers



# Challenges

- Maintaining Customer and Client Security
- Managing number of workfiles
- Removing obstacles for end users
- Software Vendors not understanding the complexity of the MSO model

# Key Wins

- Management Systems using RO BMS message
  - Allowed Caliber to add a 2<sup>nd</sup> management with same integration
- BMS messaging for estimate data

# Ideal State

- BMS format used for all message types
  - Reduces EMS files from ~15 files to 1
- Software vendors work together to simplify solutions utilizing BMS
  - Utilize Cloud Technologies instead of depending on local data pumps