Get Real

Knowledge
Power
Time
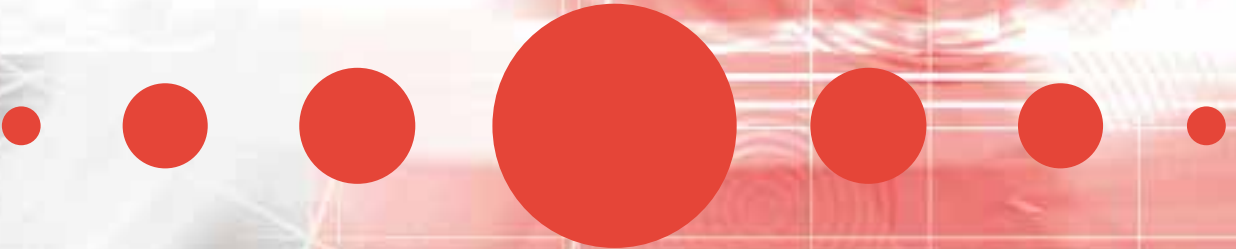
Solutions

HyperQuest

Every problem in the collision repair claims process...

- Managing the voluminous number of estimates with limited resources,

- Communicating with the fragmented industry players,

- Correlating parts approved on the estimate to actual repair requirements,

- Balancing demands of scheduling repairs with reliance on supplier performance,

- Ensuring adherence to material damage guidelines internally and externally,

...can create tension among participants in the claims process and result in lower customer satisfaction and profitability.

The ability to make quicker and more accurate decisions regarding parts usage and share this information among your operations, vendors and partners that support your business magnifies your potential to increase customer satisfaction and profitability.

A leading global carrier handling over 500,000 collision claims annually has evaluated and market tested the HyperQuest parts management and auditing solutions. Initial results show a 25:1 return on investment (ROI).

HyperQuest's technology breaks down the barriers of communication among all the players in the claims process and gives you more information, better control over how you operate, and improves your profitability.

This is business the way it ought to be.

HyperQuest provides clients decision support solutions for the claims process. HyperQuest's part solutions underpin every step from the development of an initial estimate, through revisions, approval and procurement.

HyperQuest has refined the claims process by creating standardized online language serving the precise information needs of every participant.

All the players — insurers, parts suppliers, and repair facilities — can use HyperQuest to identify and select parts more efficiently, transmit information more accurately and secure payment more rapidly.

The advent of control...control of your claims process

HyperQuest integrates players in the collision repair claims process to drive the accountability that will help your company better manage severity and overall repair claims costs.

HyperQuest captures and shares real-time information about OEM and alternative parts availability, quality and price for your estimate development, approval, and repair processes. Instant and automatic access to this critical information helps insurers identify opportunity, pinpoint leakage, and communicate necessary changes to both internal and external appraisers and repair facilities.

Through integration of the claims process, **HyperQuest effectively and automatically audits 100% of your collision repair claim estimates for "best part" decision support.** This reduces inefficiency and misinformation, delivers substantial "documented hard-cost" savings across all claims and ensures accurate part selection at the time of estimate development and procurement.

What can HyperQuest do for your company?

- Identify part utilization opportunities - OEM, recycled, reconditioned OEM, aftermarket and specialty parts.

- Verify in real-time the availability and price of individual parts and part types in all markets. Over 70 million parts are updated daily.

- Provide a fully automated and actively managed part management solution.

- Automatically and fully support your material damage part usage guidelines on 100% of claims at a lower cost.

- Ensure the quality of your estimate severity without manual intervention.

- Automatically verify adherence to operating standards.

- Rank and assess the performance of your affiliated repair facilities, your staff appraisers and your independent appraisers.

- Enable the use or exclusion of supply and repair affiliates based on captured performance.

- Control administrative costs associated with manual estimate reviews, disputed claims and claim irregularity investigations.

- Develop strategic business intelligence - financial and operating benchmarks based on actual, real-time and continuously updated claim and repair information.

- Support wireless initiatives, automated part review initiatives and desk review initiatives.

- Deliver documented hard-cost savings that average in excess of $200 per claim.

Intelligent Interpreter

At the heart of HyperQuest's operations is the *intelligent interpreter*. This technology standardizes information contained on the estimate so partner technologies can be included in the claims process and applied to a client's claim.

The outbound assignment and inbound collection and review of estimates are automated for insurers and appraisers.

Line items on the estimate are automatically translated into standardized descriptions and applied to operating guidelines established by the file owner.

A searchable database of over 70 million parts underpins the rules engine, allowing automated or direct part searches to occur within operating guidelines of the file owner.

Part and non-part line items are systematically reviewed for guideline adherence. "Rewrite requirements," "opportunities" and "issue flags" are communicated to all parties.

Workflow management tools enable the insurer to route necessary and important "flagged" items to the correct team for approval and payment decisions.

A procurement engine is integrated for procurement service opportunities.

By creating an identification and audit trail on each claim estimate, HyperQuest delivers information to help insurers and repair facilities monitor the claims process every step of the way. The result is a wealth of never-before-available information.

STRATEGIC INFORMATION GATHERING

HyperQuest delivers not only claims processing solutions, but also valuable business intelligence based on real data in real time.

HyperQuest facilitates the development of customized reports detailing significant information, such as analysis of parts and claims, internal and external appraisal resources, and partners in the claims process. The information can be viewed by timeframe, geographic area, vehicle type, claim file, independent appraising company or repair facility. It can be focused on information specific to an internal or external appraiser.

HyperQuest provides your company with new benchmarks and insights into exactly how well individual partners operating within the claims process are satisfying your operating requirements and your customers.

You demand fast, efficient and accurate part selection practices within your operations. HyperQuest's parts management and auditing solution will improve your profits.

Contact HyperQuest for a personal presentation of our solutions at 1-888-661-5525.