Get Real

Knowledge
Power
Time
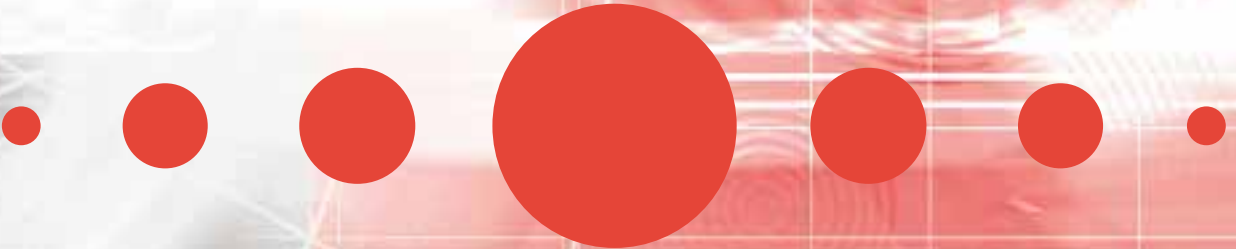
Solutions

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.

Fortification to thrive in a changing industry

Professional repair facilities are feeling the squeeze between insurers' tightening controls, customers' demands, and competitive industry pressures.

HyperQuest gives your operation turnkey technology not only to compete and survive, but to strengthen your company today in the face of tomorrow's industry challenges.

What can HyperQuest provide for your collision repair business?

- Unmistakably makes insurers' material damage requirements clearer — avoiding disputes and making compliance easier.

- Allows automated insurance approvals on part selections or modifications.

- Gives instant access to marketing tools that support your business needs.

- Offers fast, effective and reliable tools to find the parts you want and need.

- Improves repair cycle time.

- Gives you supplier performance ranking information to help you select the top performing suppliers and avoid those who may slow you down.

HyperQuest delivers an up-to-date parts management tool and information resource solution for those managing within the collision repair claims process.

HyperQuest's real-time information will help you better select parts that are in accordance with your standards and the insurance company's material damage guidelines.

Built-in comparative analysis tools present a detailed snapshot of how your operation is performing and how that performance stacks up against your competition.

Coordinated commerce.

Working with industry experts, parts suppliers, insurers, and repair specialists from coast to coast, HyperQuest has refined the claims process into a common online process and terminology. This comprehensive communication system facilitates:

- Faster and more efficient movement of parts and information.

- More consistent and accurate transmission of estimate information.

- Faster payment and fewer disputes.

HyperQuest matches up specific buyers and sellers quickly and conveniently.

Processing over 100,000 collision claims annually, this carrier has implemented HyperQuest's parts management solutions for automated review, auditing and communications of collision estimates developed by its staff, repair and independent appraisers. This company handles claims on a national level and has achieved hard-cost savings of over $2 million annually.

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.