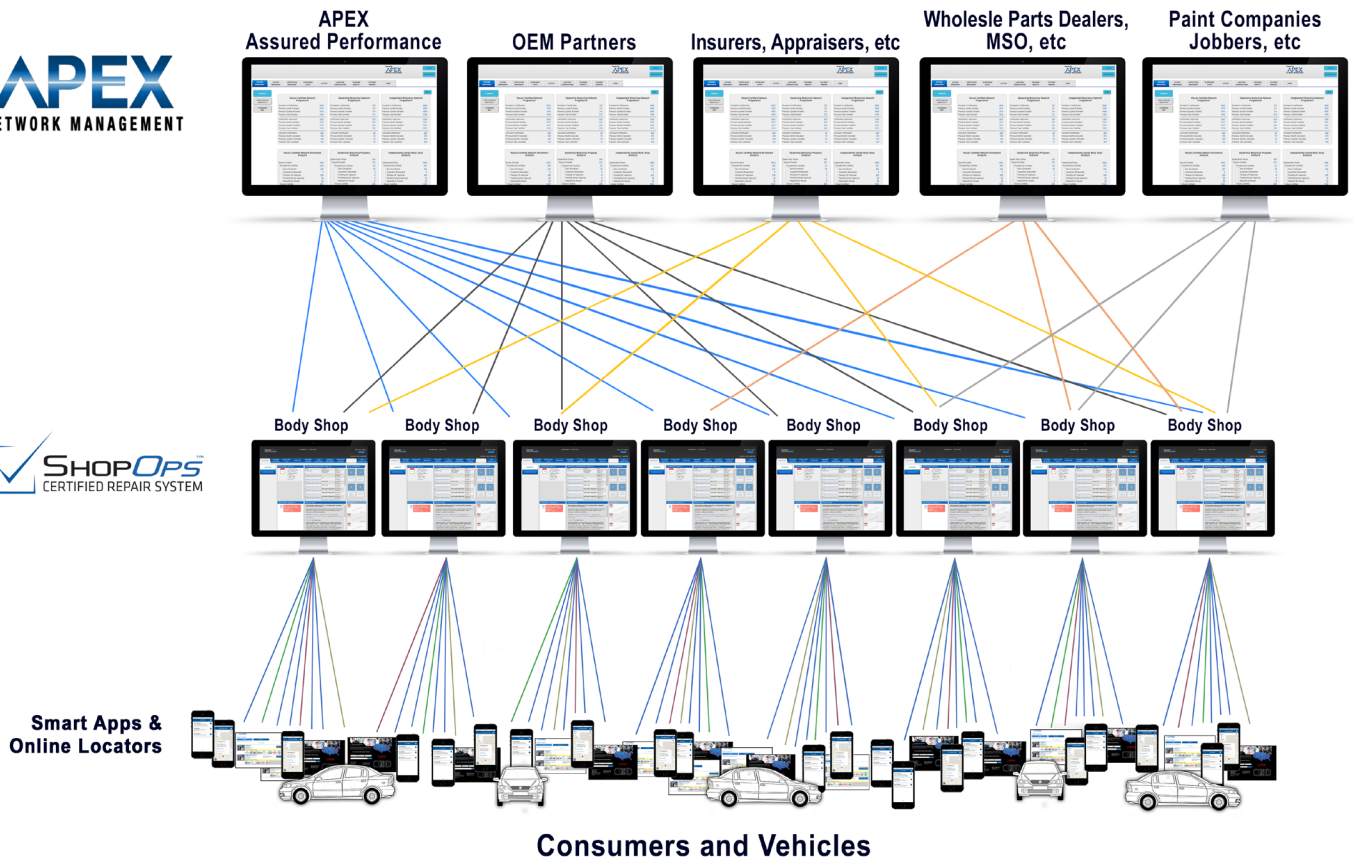


# **ASSURED PERFORMANCE CERTIFIED NETWORK ECOSYSTEM**

*...bringing order to the new world disorder*

**APEX**  
NETWORK MANAGEMENT

**SHOPOPS**  
CERTIFIED REPAIR SYSTEM



## **INSIDE THIS BROCHURE –**

*Overview of the new generation Network Management Ecosystem including:*

- **APEX Network Management,**
- **ShopOps, and**
- **Insurer, Field Staff, Technician, & Consumer Smart Apps**

*All combined, they create a new world order and deliver a new and better way to do business.*

Powered By:

**ASSURED  
PERFORMANCE™**

A Better  
Way To Do  
Business

# THE ASSURED PERFORMANCE NETWORK MANAGEMENT SYSTEM aligns and connects repairs, OEMs, Insurers, MSO, Wholesale Parts Dealers, Paint Companies, Suppliers, Field Support Staff ...& CONSUMERS...

ec·o·sys·tem (ēkō·sis·tem) noun

A community of interacting organisms and their physical environment, (in general use) a complex network or interconnected system.

Now you can harness the efficiency of **MACRO-MANAGEMENT TOOLS** and move beyond the expense and limitations of Micro-Management Models

Through this new Ecosystem, now all industry stakeholders and trading partners can view, manage, and interact with each other ...in new and innovative ways using APEX, and the Assured Performance Certified Network Management Ecosystem

Assured Performance delivers a completely connected, end-to-end ECOSYSTEM – multidimensional, comprehensive, and innovative.

- Operational Optics
- Macro & Micro Management Tools
- Intelligent Data Analytic capabilities
- Virtually unlimited and state-of-the art
- Integrated Reporting & Connectivity
- Robust Business Development Content & Sales Management Tools
- Performance Tracking, and Benchmarking
- Performance & Custom Rating & Ranking
- Peer-to-Peer Network-wide Communications
- Content & Process Management
- Certified Repair Validation & Reward
- Telematics FNOL & Customer Appointment Dispatching
- Web Referral Locator management & traffic monitoring
- HR Skills Inventory Management
- Incentive Program Management
- OEM Procedure Documentation & Pre-/Post-Scan Reporting

All the modules are connected and interactive overlying an electronic eco-system for future claims management for insurers & Certified repairs for customers.

Assured Performance is the only company that offers a complete network management "ecosystem." It goes beyond anything offered before & far beyond just network management tracking, monitoring & housekeeping.

The Assured Performance Network Management Ecosystem connects:

- Certified Shops through a proprietary "certified repair" system called ShopOps
- Consumers - Smart Apps & Intelligent online shop locators
- OEMs, Insurers, WPD, Paint Companies, Jobbers, MSOs, & more through customized versions of APEX & ShopOps

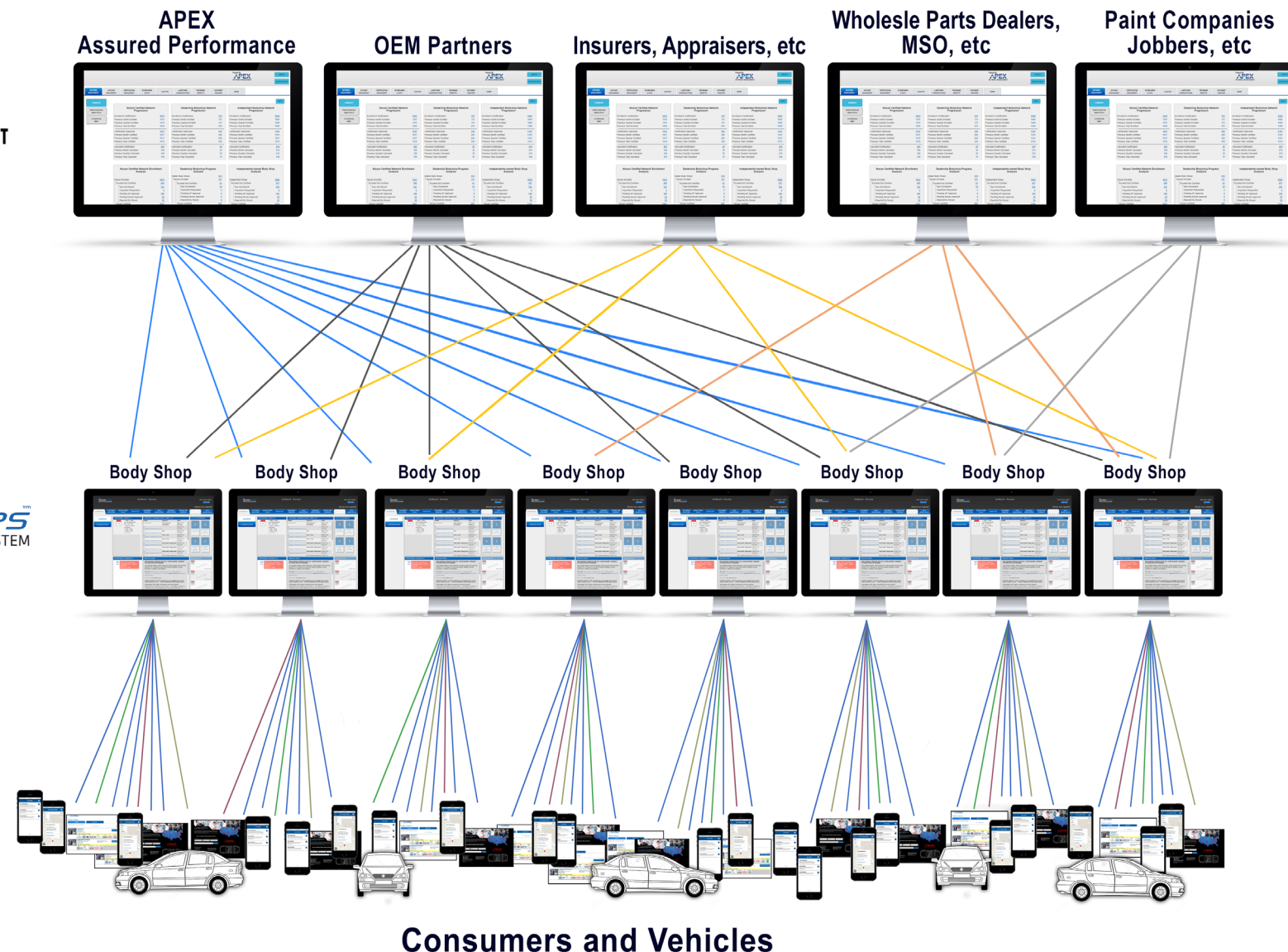
We know that to evolve beyond today's DRP model we must have a new and better way to do business - an ecosystem, infrastructure and operating model that is complete, end-to-end, and integrated connecting all these facets at a national level, built on a proven, robust platform.

## Assured Performance Network Management Ecosystem

**APEX**  
NETWORK MANAGEMENT

**SHOPOPS**  
CERTIFIED REPAIR SYSTEM

Smart Apps &  
Online Locators



Today, the entire industry commerce is based upon an ecosystem that has evolved over the last 35 years, i.e. the DRP model. How can repairers, OEM, insurers and all stakeholders improve the way business is done in the future without changing the fundamentals and adopting a new and improved business model and supporting ecosystem?

Assured Performance is **CONNECTING THE DOTS** and delivering order ...through new and better ways to do business ...beyond the 35 year-old DRP Model

You are **LINKED** ... an industry with complete connectivity

All Assured Performance Certified repair providers are provided with ShopOps to ensure their ability to comply and report according to all of the various program requirements and changing market demands.

...PREPARED FOR THE FUTURE

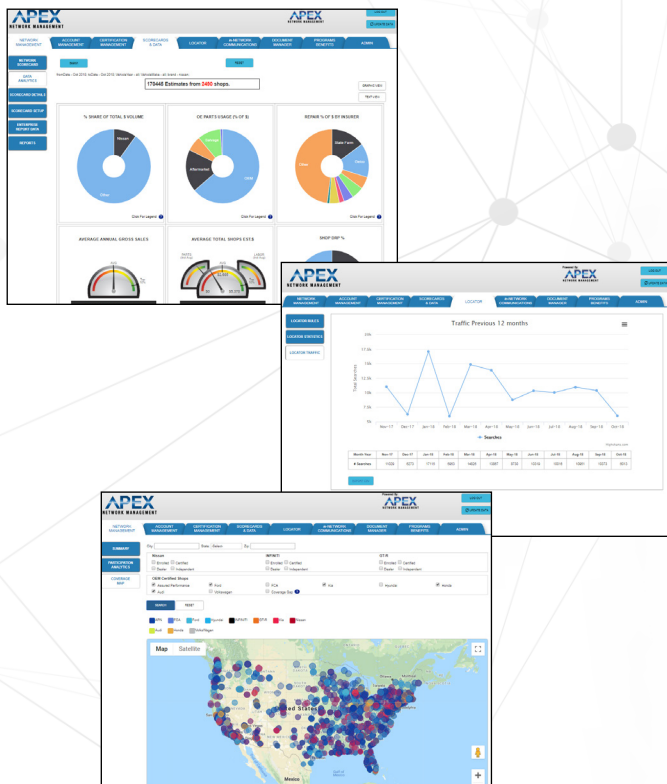
Beyond anything offered before, the Assured Performance ecosystem links consumers through Smart Apps, online locators, and interactive communications through ShopOps and APEX giving integrated communications, Network and Certified repair management.

**A Better  
Way To Do  
Business**

# COMMAND & CONTROL OF YOUR NETWORK...

## APEX NETWORK MANAGEMENT SYSTEM

*With APEX Network Management, you have access to an entire Connected Network using your unique web portal.*



*APEX offers you network management optics such as: repair tracking, full documentation of all repairs, analysis of shop performance (automated KPI & score cards), shop rating and ranking, tracking of customer interaction including Smart Apps and locator usage, network wide communications, consistent procedure and process distribution to the network, tracking of appointments made with network shops, and much more.*

**APEX Network  
Management system is the  
only true end-to-end solution in the  
industry today that provides you with the  
ability to see the performance of your repair  
network with just a click of a button!**

**APEX**  
NETWORK MANAGEMENT

## APEX PROVIDES THESE MISSION CRITICAL CAPABILITIES

- Framework for Third-party Certification and Value-added Program Administration with the ultimate optics, tracking and reporting
- Fully functional Micro and Macro Certification Program management for SELF-MANAGED OEM Certification Programs
- Review and Reporting operating model for Consumer appointments and future vehicle telematics FNOL
- Intelligent Shop locator API data feed management to call centers, field staff and consumer smart apps and consumer-facing online locators
- Intelligent appointment/assignment processing & tracking based on consumer searches using online shop Locators, and Smart Apps
- Complete and comprehensive reporting and tracking of the shop's proven repair capabilities, staff training, tools, equipment, and any desired rating and ranking (customizable to your specific goals)
- Market coverage mapping - Connectivity with the industry's largest, national network of OEM Certified Repair and Collision Care Providers through ShopOps
- Demographic and geographic analysis of and visibility into network shops with quick drill-down filters based on attributes the OEM specifies during original APEX setup.
- Drill-down targeting provides OEM with command, control & insight over your future processes and initiatives with the whole network or just a targeted subset for analysis.
- Data analysis with performance scorecards at shop level, field support staff and by product, region, even vehicle brand, automakers and more
- Consumer awareness system connecting with all shops through eLOBBY provides consumer education and strengthens your brands
- Shop rating and ranking for intelligent prioritizing and systematic feedback management (getting beyond micro-management)
- Completely transparent and documented claims for insurers and repair management Optics and Analytics – cloud based tracking and monitoring for "Certified Repairers"
- Next Generation, Automated and Connected Car FNOL handling capabilities
- Robust and scalable technology; market tested and proven
- Fully customizable to your unique and specific requirements

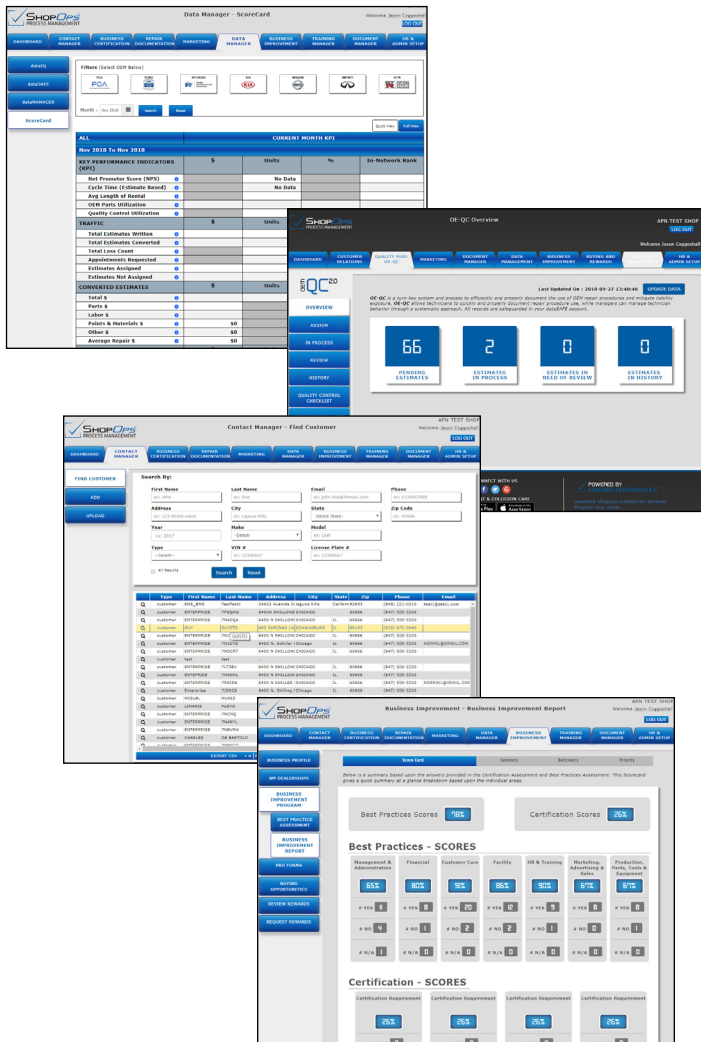
# ...CONNECTING EVERY SHOP...

*ShopOps was designed as a suite of business tools to enable certified shops to operate under far different processes including interfacing with consumers as well as the future “connected-vehicle.”*



## CONNECTING THE SHOP WITH THE CONSUMER AND YOUR COMPANY

*ShopOps is the answer to how repairers will be linked in the future. It also contains the critical ability for shops to deliver a “Certified Repair” or operate without the traditional line-itemized estimates.*



## THE KEY COMPONENTS OF ShopOps

- Customer Relationship Management (CRM)** – Now the shop has the ability to receive and process appointments made by consumers through the numerous shop locators, smart apps and the future connected cars. The system also facilitates direct communications, and customer retention initiatives, CSI as well as updates and images that a consumer can elect to receive throughout the repair process.
- dataIQ & KPI Scorecards and Benchmarking** – With this robust feature a shop has a KPI self-management data dashboard with comparative benchmarking and automated scorecard reporting including shop rating and ranking allows for in-depth data analytics.
- Repair Documentation System (OE-QC)** – This feature is based upon mitigating the shops’ liability and increasing repair quality (especially critical considering the John Eagle case). Equally, it assures that any third parties that may question shop repair details for a specific repair can be addressed. The feature provides the shop with a turnkey “repair documentation system” and record storage enabling efficient electronic proof of how the vehicle was repaired, as well as OEM Repair Procedure use, and the results of scans performed. This exclusive program includes a Smart App interface for technicians to electronically document their work product.
- eTraining** – This feature provides a training content management and training resource system for centralized listing and management of available training and schedules.
- hrManager & Skills Management** – A human resource management system to track the technician training, and the shop’s skills inventory, critical to assigning technicians based upon validated capabilities, I-CAR technical training, and OEM training credentials.
- Business Improvement** – A business performance module ensures a shop meets and maintains all requirements for certification and other referral program requirements. It also assists the shop to maintain compliance and leverage best practices and improvement planning. Also, provides financial planning and analytics.
- Content Manager** – This feature allows the shop to maintain access to all of the critical procedures, checklists, forms and more as required by OEMs, insurers, and vendors in a central repository that is fed automatically by the various entities through APEX (auto fed by APEX).

## ShopOps:

### “CERTIFIED REPAIR” PROCESS MANAGEMENT SYSTEM

*ShopOps is not a traditional body shop management or estimating system. ShopOps is an exclusive web-based system that enables the Certified Repair Providers to comply with numerous OEM and Insurer requirements and perform at the highest performance levels.*

# ...CONNECTING CONSUMERS...

## THE CONSUMER IS CONNECTED USING CONSUMER SMART APPS & ONLINE SHOP LOCATOR TOOLS

*Assured Performance has created a suite of Smart Apps for our current OEM customers that have already been downloaded by over 1.5 million consumers to their phones and Smart devices and integrates them with our overall Connected Network ecosystem model. This same technology lies behind and supports the Field Staff Smart Apps and Smart Locator technology that keeps all the pieces aligned and consistently connects the customer and vehicle to the properly trained and equipped shop. The Consumer and the vehicle itself are prepared to connect to the properly trained and equipped Certified repair facility, should the need arise.*

**62% of consumers between the ages of 18-45 prefer Smart Apps.**

*Consumers have been shown to prefer the speed and convenience of Smart Apps as solutions to many of their buying choices and decision making. Your existing and any planned Smart Apps can be integrated easily with our open architecture designs.*



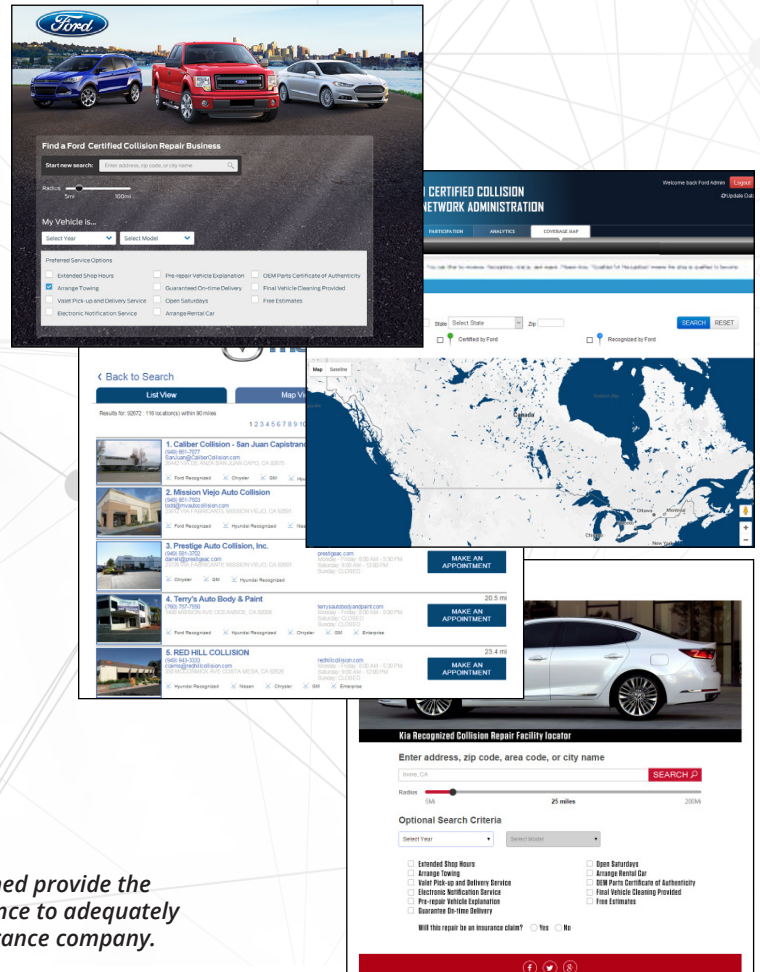
*Connected Cars and Telematics are a big piece of the FNOL management process in tomorrow's world. But the Smart phone and other Smart devices are already the critical life style components of today's consumer and they will increasingly drive and enable their behaviors. Harnessing these tools as an integrated part of the FNOL process is essential to success. The Connected Car alone is not enough ...but Assured Performance is ready for these advancements today.*

*All of these capabilities combined provide the foundation for Assured Performance to adequately address the needs of your insurance company.*

## INSURER-FACING ADVANCED REPAIR CAPABLE NETWORK (ARC)



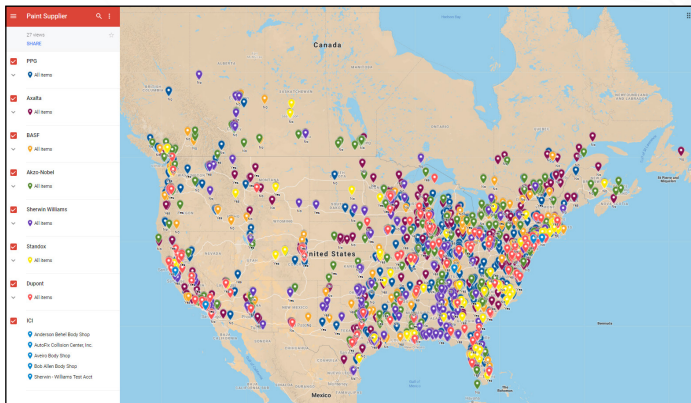
*Anticipating the Insurers' needs to better assist your customers, Assured Performance already maintains an Insurer-facing site called "AdvancedRepairCapable.com (ARC)" as a public service to allow insurers and other professionals to locate Certified Collision Repairers based on VIN, Year, Make, Model, and zip codes, etc. Again, this platform has been engineered to work seamlessly with any existing technologies already in use by your company. Integration and connectivity drive our design requirements. It can also include priority AI - Automotive Intelligence to prioritize and rank shops on your list.*



Now, we can unbuckle the “How To” from the “How Much”  
for a far better way to do business in the future.

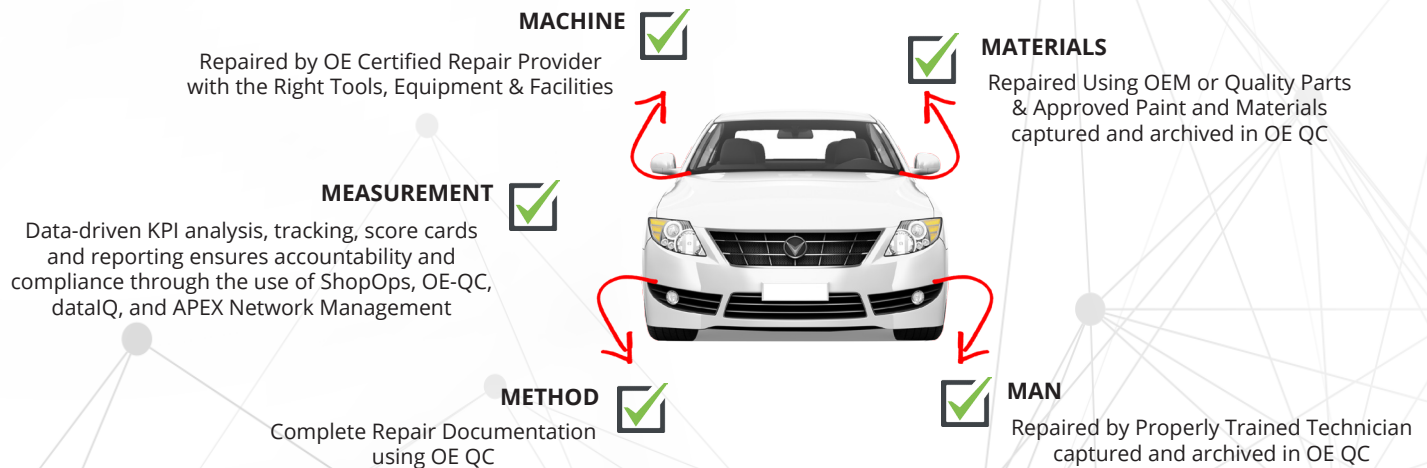
## COMPLETE COVERAGE

A true national network  
of OEM CERTIFIED REPAIRERS...  
a complete blanket with a light in  
every community linked to you



The turnkey system is already installed and functional  
in nearly 3,000 “Certified Repair Providers,” the top  
performing repair businesses. ShopOps data drives  
the Network dashboards and scorecards that may be  
accessed by OEMs & Insurers.

## ...EVEN A “CERTIFIED REPAIR OPTION” ...BY CERTIFIED REPAIR PROVIDERS



## THE ULTIMATE “OUTPUT” ⇒ “CERTIFIED REPAIR”

*Assured Performance has developed critical tools, services and  
IT solutions to address all five elements and ensure the repair  
providers are able to maintain proof of compliance. Imagine the  
possibilities... This opens the door for new ways to do business.*

**Now you have a “Certified Repair Option” (CRO)!**

**CERTIFIED REPAIR**

This certificate is issued by the Certified Collision Repair Provider identified:

Name of Business \_\_\_\_\_

This certified repair provider hereby declares and authenticates through documentary evidence and processes created by Assured Performance Auto and Collision Care, Inc. that the repairs performed on the vehicle identified below:

Year / Make / Model / VIN \_\_\_\_\_

All repairs were performed in accordance with manufacturer's known repair procedures and are in compliance with the original equipment manufacturer's (OEM) specifications and tolerances. All required labor operations in the remanufacturing processes have been completed by highly trained and/or certified technician(s) while adhering to the methods and technical procedures prescribed by the vehicle manufacturer and only with quality parts and approved materials, all of which are essential to the fit, finish, durability, value and safe performance of the vehicle.

This shall serve as the instrument to officially certify that the vehicle identified above has been restored to manufacturer specifications as required. All vehicle diagnostic scanning services have been performed as required and in accordance with OEM specifications and defaults. All vehicle safety systems and ADAS (Advanced Driver Assistance Systems) have been restored to manufacturer specifications and are functioning properly. Diagnostic scanning, initialization, calibration, service results and corresponding proof of compliance are recorded and securely maintained.

Repair Order / Job ID \_\_\_\_\_ Date of Repair \_\_\_\_\_

Proof of compliance and official record of repair is maintained by Assured Performance Auto and Collision Care, Inc.

## Ishikawa Quality Management Process - 5Ms

**Machine (equipment, technology)** – All Certified Repair Providers are inspected and validated for possession and use of tools, equipment and adequate facilities to meet OEM Certification requirements for the repair business. This is the fundamental OEM business Certification.

**Method (process)** – Documented proof that the technicians followed OEM repair procedures where available. All Assured Performance Certified shops are now provided with a special program called “OE-QC” to enable efficient electronic documentation that includes a Smart App for technician use.

**Material** – Documented proof of the use of OEM or approved parts, paint and materials in the actual repair and refinish.

**Man** – Proof that the technician assigned to perform the repair has adequate training and capability for the specific vehicle and repair methods to be followed. Certified shops are able to use OE-QC and ShopOps “Skills Inventory” system to easily and efficiently provide proof.

**Measurement** – Data-driven KPI analysis, tracking, score cards and reporting ensures accountability and compliance. All reporting maintains the highest level of integrity and validity and is automated and efficient through the use of ShopOps, OE-QC, dataIQ Scorekeeping, and APEX Network Management.

# ASSURED PERFORMANCE CERTIFIED NETWORK MANAGEMENT ECOSYSTEM FEATURES AND ADVANTAGES

**ACCESS "INTELLIGENT" CERTIFIED SHOP LOCATORS** – Your company can tap into on-demand data feeds for shop locators (API and web service data sharing available) based upon VIN and shop performance metrics.

**CONNECT WITH CONSUMERS VIA SMART APPS** – Now, you can connect consumers to your network via multiple "Smart" Apps and intelligent on-line shop locators with built-in appointment dispatch and assignment tracking. These locators connect consumers to the national network of certified repair providers and can be customized with your branding and desired functionality.

**ACCESS CERTIFIED REPAIR NETWORK WITH COMPLETE NATIONAL COVERAGE** – Now you can connect to the largest network of existing OEM Certified repair providers in North America with complete demographic and geographic coverage (over 3,000 shops participating). These represent a true national network of best in class repair providers that average over \$4 million in annual gross sales, the highest CSI ratings, the fastest cycle times, the lowest defects, all with a highly competitive loss severity. These Certified Repair Providers represent the critical foundation to approach the future with different initiatives and new business approaches.

**MANAGE YOUR NEXT GENERATION REPAIR NETWORK WITH THE MOST ADVANCED NETWORK MANAGEMENT SYSTEM DEVELOPED** – Now you can use APEX Network Management system as your next generation command and control center to both macro- and micro-manage your repair network with advanced optics, data analysis, communications, performance tracking, rating and ranking, and much more.

**CONNECT YOUR STAFF AND YOUR COMPANY TO EVERY SHOP** – Every shop in the certified network has installed ShopOps, a state-of-the-art system that enables the shops to operate effectively and efficiently in the new world disorder. Now shops have the electronic tools to do business in a modern era with connected consumers and connected vehicles. Now shops are a part of the new world ORDER and a new ecosystem that allows shops, OEMs, insurers, dealers, suppliers and more to work together.

**COMMUNICATE WITH YOUR NETWORK EFFICIENTLY AND EFFECTIVELY** – You can send electronic communications network-wide or peer-to-peer as desired with built-in activity logging and follow up capability.

**DRIVE CONSISTENCY THROUGHOUT YOUR NETWORK** – The APEX content management and distribution system allows you to drop your proprietary procedures, guidelines, training materials, and any updates on the electronic ShopOps desktop of every shop in your entire network.

**ENSURE QUALITY AND SAFE REPAIRS** – Now you can leverage the exclusive "Quality Assurance" and repair documentation system that is the basis for "Certified Repairs" that retain proof that the shop repaired the vehicle right! This system goes beyond a desk review with complete repair records through electronic documentation and proof of compliance to manufacturer repair procedures, diagnostic and calibration requirements, parts usage and skills validation of the assigned technician. These elements combined are the basis for the shop to provide a "Certified Repair Option" and open the door for innovative ways to approach business in the future.

**MACRO MANAGEMENT OPTICS** – Now you can leverage robust data analytics and drilldown optics for macro-management (entire network) as well as micro-management (individual location) with scorecards, shop rating and ranking (as defined by you) for intelligent, predictable, and even automated claims processing for insurers opening the pathway to far more efficient ways to do business.

