Audatex
a Solera company

Indiana collision repair facility, a "stickler for accuracy," counts on estimating accuracy to keep customers and DRP partners happy.

Hubler Express Collision – Carmel

Hubler Express Collision – Carmel has been mending vehicles in the Indianapolis area for a short time, but already knows the importance of exceeding customer expectations in repairing vehicles. To establish sound expectations right up front while helping to secure key repair opportunities, its dedicated collision repair staff partners with top insurance agencies using Audatex® Estimating™ to write estimates.

Industry

Collision Repair Facilities

Products

Audatex Estimating, Audatex Estimate Check,™ Audatex Claims Element,™ Audatex Parts Exchange New,™ Audatex Parts Exchange Salvage,™ Audatex Real Steel Download,™ Audatex Tire Database™

Hubler Express Collision – Carmel

Challenge

Hubler Express Collision – Carmel is a proven leader in the collision repair industry, offering collision repair service for all vehicle makes and models. With a state-of-the-art facility that features advanced capabilities such as computerized color matching, on-site paintless dent repair, and computerized frame/unibody measuring and straightening, Hubler Express Collision takes its goal of staying competitive seriously. In fact, the company has only been in business for four years but has quickly expanded. The Carmel site is one of five Hubler Express Collision repair facilities now in the Indianapolis area. To help drive business, the company participates in numerous direct repair programs (DRPs) with key insurance carriers. To do so, Hubler Express Collision must keep pace with the processes and estimating technologies these important DRP partners utilize to meet their own business objectives.

Audatex Solution

At Hubler Express Collision, the mission is to "continuously improve our people, our processes, our procedures, and customer service to meet our customers' and insurance partners' needs." With 42 years in the collision repair industry, Hubler General Manager Tom Delk has a very good handle on what it takes to make sure these important needs are met. Hubler Express Collision's partnerships with top insurance carriers such as Liberty Mutual and American Family Insurance provide customers convenient options for getting their vehicles repaired. Hubler takes an active role in the insurance claims process, developing the estimates on site and eliminating the need for customers to travel to insurance estimator sites.

With these DRP partnerships important to business and beneficial to customers, Hubler Express Collision didn't hesitate to follow suit when Liberty Mutual and American Family Insurance moved from another estimating program to Audatex Estimating. In 2007, Hubler Express Collision implemented Audatex Estimating, along with a host of add-ons, including Audatex Estimate Check, Audatex Claims Element, Audatex Parts Exchange New, Audatex Parts Exchange Salvage, Audatex Real Steel Download and Audatex Tire Database. General Manager Delk quickly took advantage of the Audatex self-paced online training, noting, "I always like to learn everything I can about an estimating system, so the training was valuable to me." He adds that Audatex Estimating is similar to Audatex Shoplink, which he had used previously. That experience helped in making the transition to Audatex Estimating. Delk also says that "Once you learn it, it's simple to use." Three other Hubler Express Collision employees use Audatex Estimating for developing repair estimates.

"Audatex Estimating actually helps me justify the estimate to the insurance carrier, so it creates an equal playing field for both parties"

Tom Delk, General Manager, Hubler Express Collision – Carmel, Carmel, Indiana

Results

The sharp, innovative team at Hubler Express Collision, including I-CAR and ASE-certified staff and technicians, stands by the company's motto: "We do it right the first time, on time." Where developing estimates for performing collision repairs is concerned, doing it right is key. "I'm a stickler for accuracy, and Audatex Estimating delivers," says Delk, who considers himself a seasoned user, writing approximately 30 estimates per month on Audatex Estimating, plus more created by the other estimators. Delk notes that the superior graphics help ensure estimating accuracy. "The Audatex Estimating graphics are better than the other estimating programs," says Delk. "The diagrams are more thorough and show more parts, so I can create a more complete and accurate estimate. It's great that I can just click on the part itself to include it in the estimate. The other systems take more time, because I have to cross-reference the part on a lengthy list." In addition to DRP referral customers, Delk uses Audatex Estimating for walk-in clients to ensure accurate labor estimates for particularly complex estimates, such as when significant paint work is required.

As a company striving to maintain mutually beneficial relationships with insurance company partners, Hubler Express Collision counts on Audatex Estimating to collaborate effectively with its DRP partners. "We can team up easily with American Family Insurance and Liberty Mutual, because Audatex Estimating allows us to synchronize with their servers in real-time when we're writing our estimates," says Delk. "So it helps us collaborate with them, but it's also an issue of efficiency for us." Delk comments that the Audatex Estimating procedure pages also make working with these DRP partners a smooth process. "I like the Audatex Estimating procedure pages better than those offered by the other programs. I can easily explain them to an insurance person who isn't that knowledgeable about the repair process. Audatex Estimating actually helps me justify the estimate to the insurance carrier, so it creates an equal playing field for both parties."

Audatex World-Class Support

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■ **Training Services:** Audatex 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 a Solera company, Audatex is the industry's first claims solutions provider approved as a member of the I-CAR® Industry Training Alliance℠ program—enabling students to earn points valid towards I-CAR Gold Class Professionals® and Platinum Individual™ requirements. In addition, as an IACET Authorized Provider, Audatex can offer Continuing Education Units (CEUs) for its programs that qualify under IACET guidelines. Audatex 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 Audatex courses also qualify for credits toward the Automotive Management Institute's (AMI's) Accredited Automotive Manager designation.

WE SUPPORT
I-CAR
TRAINING

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