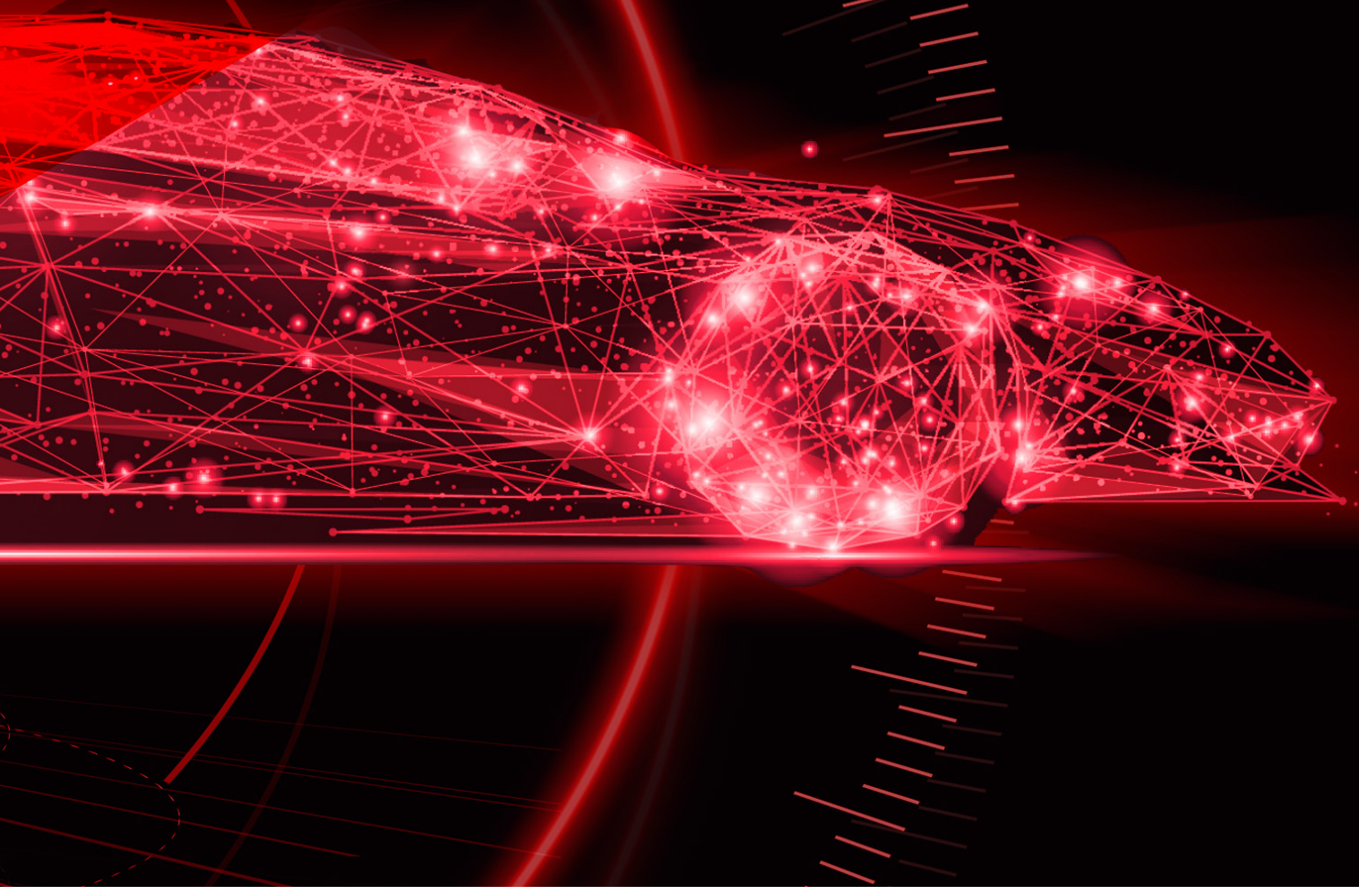
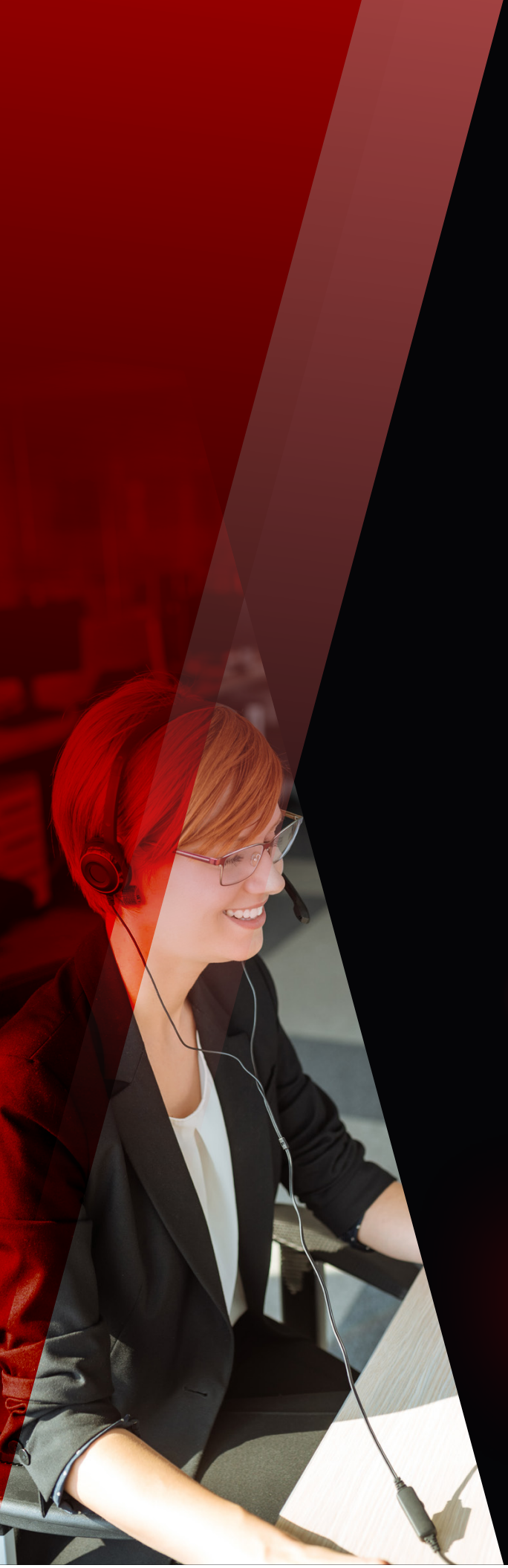
AAMC achieves one stop shop repair management solution with Stelvio





About AAMC

Company type: Motor assessing and proactive repair management

Solution: EstImage Motor, EstImage Connect

Established: 2002

Employees: 200

AAMC is one of Australia's leading repair management companies, specialising in delivering tailored services for its clients within the Australian insurance industry. AAMC has been operating in the Australian insurance industry since 2002 with offices in Brisbane and Melbourne, and is supported by an Australia-wide team of experienced motor loss assessors. To streamline its triage and repair management processes, AAMC engaged Stelvio Inc. to deploy its EstImage Motor solution.

Key Outcomes

100%

100 per cent of business communication with AAMC's repair management ecosystem is handled via Stelvio products

Increased problem-solving capability for three independent units

Improved connectivity with customers and repairers through integrated system

The challenge

A secure system for end-to-end operation

With limited access to comprehensive accident and damage details early in the repair management process, AAMC experienced integration issues with the market. The legacy system that the business previously used provided a streamlined process from referral to invoice. However, it lacked the connectivity needed to deliver security and compliance requirements to customers. The lack of instantly integrated information from clients and providers meant that AAMC needed to spend more time focused on systems, leaving less room to hone in on core operations and maintain value. After considering a number of options, AAMC identified the EstImage product suite as the ideal, secure solution to support its repair management process and meet AAMC's business requirements.

AAMC ALSO DEPLOYED ESTIMAGE CONNECT, WHICH HARNESSES WEB TECHNOLOGY TO LINK AAMC WITH CUSTOMERS TO CAPTURE INFORMATION AND ASSESS CLAIMS IN REAL TIME.

The solution

Providing a two-pronged solution for multiple markets

AAMC's organisation operates with three independent business units that solve different problems for customers across different markets. As a result, each unit had different technical needs that needed to be addressed. Stelvio recommended that AAMC deploy the EstImage Motor solution to better support the clients' repair management process. The flexible and configurable nature of EstImage Motor provided AAMC with a bespoke solution that would streamline its internal procedures to provide a more efficient motor loss assessing process, while simultaneously enhancing its efficiency and process consistency across each individual business unit. Additionally, EstImage Motor drew on the latest artificial intelligence (AI) technology to assess internal measures and handle external client communications, which ensured AAMC could improve its communication with repairers and other key stakeholders across its business units.

To complement its Motor solution, AAMC also deployed EstImage Connect, which harnesses web technology to link AAMC with customers to capture information and assess claims in real time. By combining the two solutions, AAMC created a single, unified tool for the assessment processes that removed the stress from both the insurer and insured. Using the two products in tandem empowered AAMC to achieve better support for multiple market streams that each required unique solutions.

The Impact

Saving costs while improving efficiency and security

By implementing the EstImage Motor and Connect services, AAMC shifted its focus to providing core services, leaving the software management to the experts. AAMC's previous legacy system required significant ongoing investment to continue developing to a high standard, manage maintenance and meet increasing information security requirements. By contrast, implementing Stelvio's EstImage suite of products let the company transition to a cloud-based platform at a fraction of the cost of the previous solution. Additionally, as a cloud-based system, Stelvio's solutions don't require downloads and device updates, which ensures AAMC is always using the most up-to-date software and features available.

Aside from the initial benefit of implementing a lower cost, more efficient system, the software upgrades let AAMC enjoy a fully integrated system that connected them with most of the repair industry, and with a large segment of its clientele.

> "Stelvio was extremely flexible and easy to work with, making AAMC feel like a part of its team. Stelvio continues to support the AAMC business throughout the transition, and AAMC will continue to work closely with Stelvio to create initiatives and solutions for our mutual clients and customers."
>
> **LUKE HILL**
> **AAMC NATIONAL OPERATIONS MANAGER**

Since implementing the EstImage Motor and Connect solutions, AAMC has achieved a significant improvement across its communication, with 100 per cent of business communication with AAMC's repair management ecosystem now delivered digitally via Stelvio products. This has reduced the need for AAMC's users to rely on email inboxes and the need to manually transfer data, which can lead to lost or missed communications. Instead, AAMC leverages automation to minimise operational touchpoints for a more streamlined user experience. The flexible and easy-to-configure system also lets team members manage and triage various types of referrals and match them to the correct product lines, while providing expertise in that specific area.

AAMC's overall investment in IT systems has increased security across the business, exceeding both information security compliance and consumer security requirements. The EstImage suite of products, including Motor and Connect, complies with local privacy legislation, APRA information security, business continuity, and is AICPA - SOC 2 Type II cloud data safeguard compliant. This ensures that it can provide a high level of security and compliance to its partners, which in turns ensures their customers' data is secure.

About the EstImage suite of products

Choosing the right insurance assessment platform can significantly increase the speed at which you do business, without compromising accuracy. With EstImage, you'll have more satisfied customers and stakeholders, spend less time on administrative tasks, be able to base decisions and quotes on real and comprehensive data, and focus on activities that drive your business forward.

EstImage is:

- **Fast.** Real-time data and instant information keep your processes moving swiftly.
- **Flexible.** Customisable options mean you can use EstImage in the way that suits you best.
- **User-friendly**. No need for extensive training to get your team up to speed.
- **Reliable.** EstImage is always available and our support team is always on hand to help.
- **Private.** Our security features mean you don't have to worry about data breaches.
- **Local.** We know your market.

To find out how Stelvio and the EstImage suite of products can help drive your business growth, contact us today.

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