

## **Mitchell Acquires ClaimTools™ Cutting-edge Digital Camera Photo Management Solution**

*Technology revolutionizes vehicle repair photo management, helping shops realize immediate time savings and reduced cycle times*

San Diego, CA - October 28, 2009 - Mitchell International, Inc., a leading provider of information, workflow and performance management solutions to the Property & Casualty claims and Collision Repair industries, today announced its acquisition of Vancouver, Canada-based ClaimTools™-the creators of the industry's leading digital camera and photo management solution designed to improve shop operations. ClaimTools' innovative solution transforms the time consuming process of capturing, sorting and accessing collision-related photographs into an efficient, streamlined process that enables shops to visually document the repair and improve communication with insurance partners and parts vendors at any stage of the repair process.

Jesse Herrera, Senior Vice President, Product Management and Marketing for Mitchell International, said, "We are extremely excited about the value that combining ClaimTools photo management technology with Mitchell's existing portfolio brings to our collision repair and insurance customers. ClaimTools fits perfectly as an integrated component of Mitchell RepairCenter™ and WorkCenter™ by eliminating the time consuming and manual processes of managing digital photos."

Shops using ClaimTools can experience instant time-savings ranging from 10 to 30 minutes per repair order, which can dramatically reduce cycle times. Insurers also benefit through the ability to easily share photos with repair partners, subrogation and SIU. Since ClaimTools helps users effortlessly capture and wirelessly transmit vehicle photos-conveniently storing them in clearly identified folders-the vehicle photo location process is quick and easy.

Anyone in the shop-from estimators and technicians to customer service representatives-simply affixes a bar code sticker directly to the vehicle and the customer file, scans the bar codes using the built-in scanner in the "ruggedized" digital camera and takes as many photos as they choose. After taking the photos, the camera wirelessly transmits the high-resolution images, eliminating the hassle of manually docking the camera to transfer the photos. The camera's intuitive technology even automatically knows which vehicle the photos are associated with and the status of each vehicle so that it is easy for any member of the team to quickly send the photos to insurers and parts suppliers.

ClaimTools enables everyone working on the repair order to fully capture estimate dollars associated with point of impact, replacement parts, supplement requests, prior damage, and other vital components of the repair process. In addition to complete ease-of-use, the solution offers shops peace of mind by backing up all photos daily to a secure off-site data center in case shops ever need to recover their photos.

"Joining Mitchell is the perfect fit for ClaimTools. Mitchell has such a rich legacy for

delivering superior value to collision repairers through data, workflow automation and service," said ClaimTools' Founder Dan Casler. "Together, we can now provide access to the ClaimTools solutions for each and every North American collision repairer looking to improve repair profitability and eliminate the administrative headaches associated with managing photos."

ClaimTools' intuitive photo management technology will become an integral part of RepairCenter™-the industry's first shop Workspace-which Mitchell will unveil at this year's NACE being held from November 5-7 at the Mandalay Bay Convention Center in Las Vegas. Collision repairers are encouraged to visit Mitchell's Booth at NACE (#N3087) see a live demo of the technology.

ClaimTools is available today to Mitchell customers by contacting Mitchell at (800) 238-9111. To learn more, repairers can visit [www.mitchell.com/claimtools](http://www.mitchell.com/claimtools)

**About ClaimTools Solutions Inc.**

Founded in 2006, ClaimTools is an industry leader in developing advanced digital camera and photo management solutions for collision repair centers, automotive dealerships, auto glass facilities and related sectors of the automotive industry. ClaimTools' solutions streamline the photographing and photo management processes in busy collision repair centers.

**About Mitchell International, Inc.**

Mitchell International ([www.mitchell.com](http://www.mitchell.com)) is a leading provider of information and workflow solutions to the Property & Casualty Insurance Claims and Automotive Collision Repair industries. The company's comprehensive solution portfolio streamlines the entire auto physical damage, bodily injury and workers compensation claims processes. Mitchell enables millions of electronic transactions between more than 30,000 business partners each month to enhance partner productivity, profitability, and customer satisfaction.

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