

AutoIMS News

SPRING 2010

Clients Voice Opinions on AutoIMS Satisfaction

AASC is happy to report the initial results of our Client Satisfaction Survey – an effort we undertook to ensure that we are providing the tools and service consignors expect from AutoIMS. We asked our active base of consignor users to give us their feedback, and with over 500 responses tallied, it's safe to say that we have room for improvement, but received high marks overall. Responses were representative of our consignor client base, which includes banks, sub-prime and captive finance, government, fleet leasing, 3rd party remarketing, credit unions and other commercial consignors.

To start, we asked our consignor users to name their top three remarketing challenges. The most common answers are hardly surprising, and all ranked well above the other choices:

- Controlling Costs – 59%
- Communicating with Auctions – 45%
- Loan Defaults – 37%
- Gaining New Customers – 26%

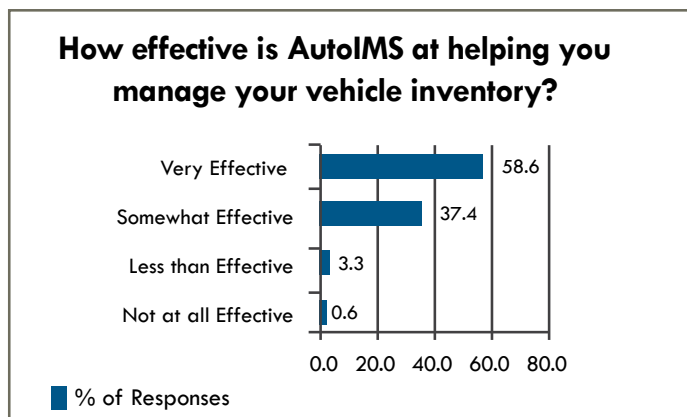


Figure 1

What's Inside?
RecoveryIMS User Guide
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Jim Haburcak
10 Year Employees

Users Report High Satisfaction

The feedback we received validated several areas we are striving to improve, but overall reflected very positively on client satisfaction. 96% of clients indicated AutoIMS is effective at helping them to manage inventory (Fig. 1), and 87.7% said AutoIMS makes them more efficient in the process. Perhaps most favorable among the overall satisfaction statistics:

82% of respondents said they were somewhat or very likely to recommend AutoIMS to other automotive remarketers/consignors.

Accessible Features and Functions

Arriving at high overall satisfaction numbers means clients also rated AutoIMS well across most categories, including navigation and common tasks like tracking specific vehicle information or editing lists of vehicles. Users are able to find the information they need with relative ease: 50% said it was somewhat easy to find the information or feature they needed, and 39% said it was very easy. 89% also said they were somewhat or very comfortable with the general navigation of AutoIMS.



Related to specific features, clients expressed slightly lower comfort levels setting up automatic e-mail notifications or using the LivePricing tool – two frequently used, more advanced features. Yet respondents continue to indicate high levels of comfort in using basic functionality like logging in to AutoIMS, and resetting a password.

Clients also indicated a high degree of satisfaction with LiveReports, the AutoIMS reporting engine. Yet, only 10% of clients indicated using LiveReports to trigger other processes – like billing – which points to an opportunity for many clients to realize additional cost savings through process automation. Still, users said they were realizing value from the reporting tool given the ease in which they can find and manage specific vehicles and monitor auction performance. Overall, 93% of respondents indicated satisfaction with the reporting functionality.

Dependable and Secure

Security is another area of on-going focus and partnership between AutoIMS and its clients, and the focus is paying off. Less than 1% of respondents were unsatisfied with the security of AutoIMS, while 9.2% were unsure, and 90% of users indicated satisfaction with security.

Also, given the importance of the roll AutoIMS plays in the remarketing cycle, we wanted to know how clients felt about

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LiveReports™ Facelift Promises Easier Reporting

We recently invited several AutoIMS LiveReports “power-users” to join us for a sneak preview of an enhanced version of that tool – and the feedback was very positive. The new interface provides more intuitive and streamlined access to the reporting engine itself, and thus the inventory data which clients rely on. Clients using reports will soon see a more modern, tab-driven online tool (Fig. 1) to help them define report columns, sort order, filters, and line item detail. Most of the report building process takes place on one screen, and typical functions like creating a new report take place on just five different screens in the new version vs. sixteen in the current tool.

New Reporting Tools Add Value Today

We expect the new LiveReports interface to be ready this summer. Meanwhile, several new reporting tools were already introduced this year to make life easier in AutoIMS. A new menu option called, “Find and Manage Reports” is now available, allowing users to search for reports by report name, date run, and by owner name to see a list of all the reports the owner has created. This new, search report includes columns reflecting: the report identification number, report name, owner, and date last run. Users may also Run, Edit (if owner), and Rename/Delete reports directly from this view. Finally, AutoIMS System Administrators have the ability to flag a report as a “Company Favorite” from this view, thus enabling easy, multi-user access. Company Favorite Reports are clearly visible to AutoIMS users under the LiveReports menu.

A Sampling of Report Templates

Client Targeted Notes

Search and find records based on client custom notes

Client Cleared for Sale

Review vehicles ready to go on block

Client Sold Results

Pinpoint key sale data, including sold date, sale price, charge totals, funds sent date, etc

Auction Targeted Note

Search and find records based on auction custom notes

Auction CR Report

Confirm key condition report creation date, inspection date, and photos

Auction Cleared for Sale

Check cleared for sale dates before the sale and avoid blocking vehicles prematurely

Auctions On Hold

View your pickup or drop off assignments and see which records are accepted or not

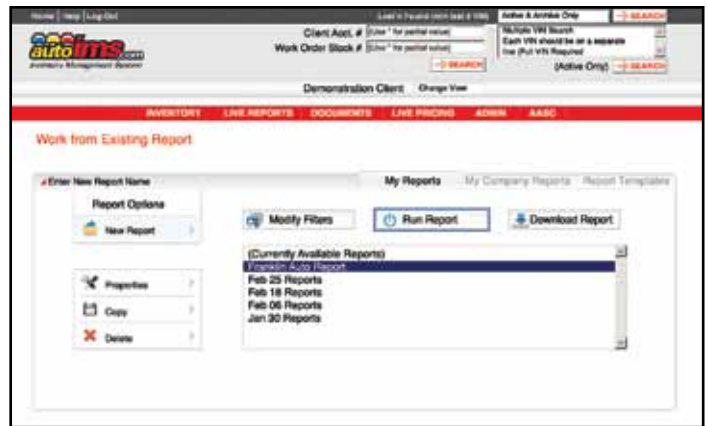


Figure 1

Jim Haburcak: Wells Fargo Remarketer

A twenty-six year veteran of the auto industry, Jim Haburcak is the Remarketing Manager for Wells Fargo. “My job is to manage the day-to-day auction sales operations. Our sales volume fluctuates, but we manage a rolling inventory of 10 to 12 thousand units,” says Jim.

Jim enjoys the quality people he has come to know and interact with while working at Wells Fargo, a company known for strong management.

“The economy has affected us like everyone else, but I believe we’ve weathered the storm. We tightened our belts and made some changes to make the department as efficient as possible. Our expenses are extremely low for a consignor of our size,” says Jim. “The market has been fluctuating more rapidly than in the past. This impacts our ability to value assets as accurately as we would like, and we need to be able to change strategies very quickly.”

A relatively new AutoIMS user (7 months), Jim thinks AutoIMS is a great tool. “The implementation of AutoIMS into our workflow has had a huge impact on our operational efficiency. We use AutoIMS as the main communication tool between us and our auction partners. Building run lists, approving repairs, expense review and documentation are a few examples,” says Jim.

Aside from work, Jim likes to ride motorcycles and ATVs and enjoys the outdoors. His favorite car is a 1976 Eldorado Convertible, and the music he would listen to while driving it? Jazz.





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the availability (up-time) of the system. While we knew we were not perfect in this area, we communicated well about planned maintenance and recovered well from unplanned downtime. This led to 92% of respondents indicating satisfaction with the availability/up-time of AutoIMS, and 6% choosing “No Opinion” (Fig. 2).

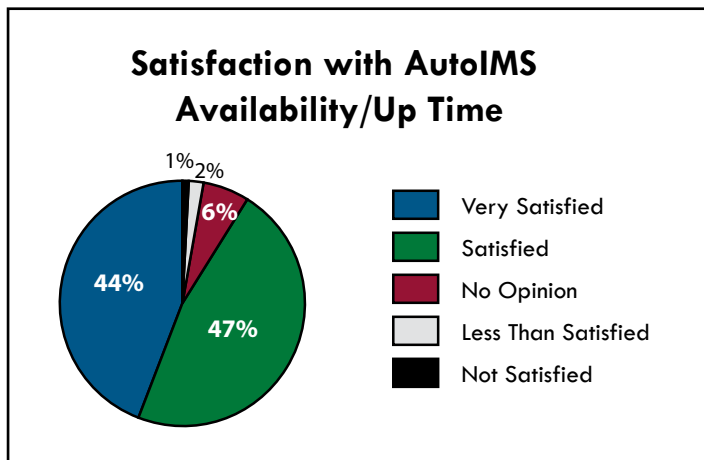


Figure 2

The few users affected by outages expressed their understanding about the need for maintenance and production gaps to install new features and improved backend support (faster data processing and reporting, disaster recovery implementation, and more). Survey responses were split about the desired amount of advanced notice prior to planned downtime for AutoIMS. 24 hours was the top answer (39%), followed by 48 hours (29%). We continue to aim for at least 72 hours prior notice for planned maintenance periods.

Customer Service

We also asked users where they turn when they need help with AutoIMS. The top ranked answer was “I Ask a Colleague who is Familiar with AutoIMS,” followed closely by calling and e-mailing AutoIMS Customer Service. 88% of respondents told us their questions were answered in a timely manner, and 92% said they were somewhat or very satisfied with the Customer Service team.

Our team is striving to gain even higher scores by adding proactive programs and tools to help bring clients and auctions together successfully. Ongoing feedback, coupled with the input from this survey, is helping to drive innovation and advancement across all the ways that AutoIMS serves the automotive remarketing industry. Upgraded user interfaces, new reporting tools, a new training webcast series – these are just a few of the items already in progress thanks to your input. Auction users should stay tuned for an auction survey coming soon!



RecoveryIMS User Guide Takes Agents Step-by-Step Through System

RecoveryIMS repossession agents now have access to a user guide available on pages following login. The guide offers a big picture of RecoveryIMS functionality down to the smallest detail of vehicle information. Processes are outlined, then described step-by-step from accepting the first vehicle assignment to submitting an online invoice.

After accepting an assignment, agents have access to vehicle statuses and repossession information. Through RecoveryIMS agents can create a repossession condition report or an invoice. RecoveryIMS offers an easy way to make sure an assigned vehicle doesn't fall through the cracks with its links to vehicles “Not Updated 3-6 Days” and “Not Updated 7+ Days”. Agents communicate directly with clients concerning a change in vehicle status with RecoveryIMS.

A link to the RecoveryIMS User Guide is on the top of the page before the “Log-Out” and “Change Password” links.



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www.AutoIMS.com



www.RecoveryIMS.com

A Decade with AutoIMS

Three employees in our information technology group have been working on AutoIMS for over 10 years. Here is a little about the people behind the programming of AutoIMS.

Robert Williams, MIT graduate, was a quick study in the field of remarketing. Robert's favorite ongoing project is LiveReports. "It was initially created to satisfy the need for a flexible reporting tool and has gradually become the foundation for many features of our websites," says Robert, who continues to be at the forefront of LiveReports as well and the architect behind much of our direction and development. Robert's family has grown by two children while at AutoIMS.

To Steve Whitney, an Airforce veteran who used to work on



B52s, LiveCRwriter is a favorite undertaking. "Originally, I was hired to program a CR application for a tiny handheld computer. Back in 1999, Don Meadows and I tried to attach a camera to a PALM computer and within 10 minutes the battery was dead. Needless to say,

we decided to move the app to a desktop PC and have never regretted it," says Steve, University Of Michigan Computer Science graduate. Version 5.0 of LiveCRwriter is due out this summer.

All of our decade-long employees balance work with family life. "Like most guys, I love cars and once owned a Maserati. I loved that car but had to sell it because oil changes were \$500. Now, with two kids, the sports car has been replaced by the minivan," says Steve.

Since joining AutoIMS, Vimala Shirur also had two children and earned a masters degree in computer science. "I like to apply myself to the fullest extent on every project I undertake. My favorite projects are those which produce immediate tangible results for our customers," says Vimala, Senior Java Developer at AutoIMS. Passionate about programming in Java and SQL, Vimala has developed lasting friendships among the Java team.

The rewards of creating applications that impact an industry and working for a company with a diverse culture makes it easy to work at AutoIMS, says Don Meadows, president. Our employees take their roles seriously and they are the key to our company's growth in the last 13 years.