mitchell

Manage Your Auto Physical Damage Claims Process Efficiently

Mitchell **Cloud**™
Glass

Mitchell Cloud Glass provides a streamlined and efficient claims experience with built-in, industry-leading tools for compliance, auditing, reporting and workflow.

Simplified End-to-End Claims Solution

Mitchell Cloud Glass is an end-to-end web-based workflow solution that provides the tools to cost-effectively manage your entire auto glass claims process—from First Notice of Loss (FNOL) to connectivity to industry partners and vendors to final settlement payment.

A New Approach to Glass Claims

Mitchell Cloud Glass allows you to create relationships with any glass services vendor in the U.S. From the largest national chains to the smallest local provider, you choose who will participate in your program, and the Mitchell Cloud Glass technology will administer the relationship.

Mitchell Cloud Glass utilizes your business rules to ensure that claims are settled in accordance with your unique needs. With built-in compliance, your suppliers bill you electronically—eliminating the need for duplicate entry—while ensuring that your business rules are enforced.

Process Management

Streamlines communications and improves control to reduce Loss Adjustment Expense (LAE) associated with glass claims.
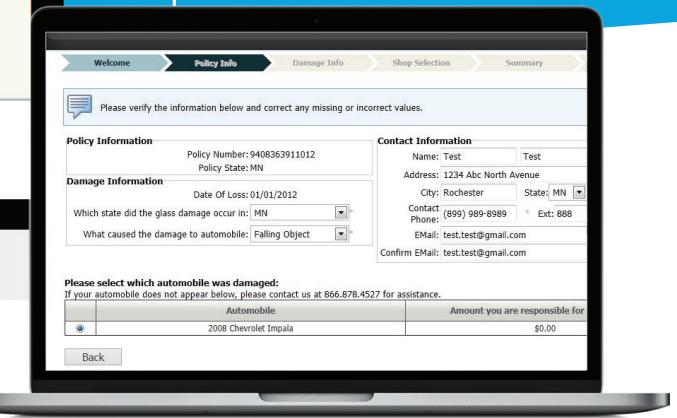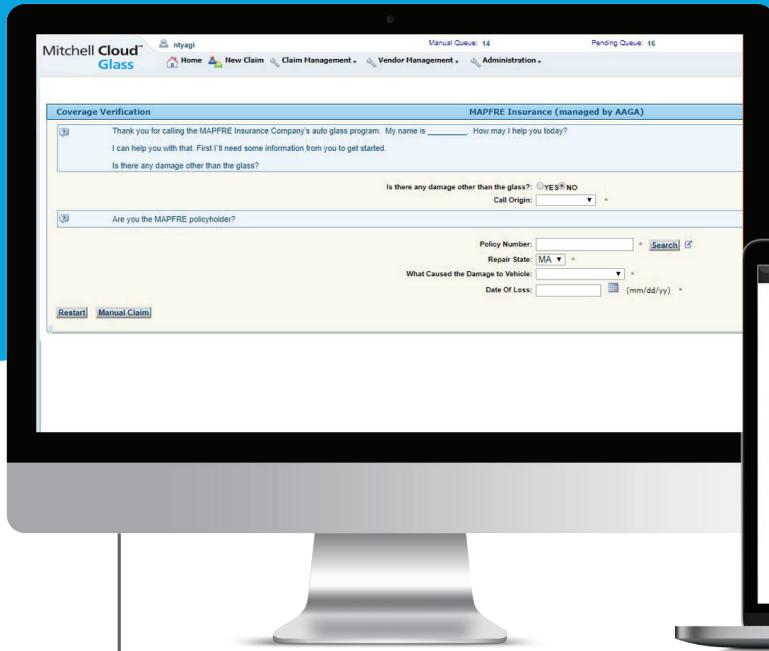
Vendor Management

Optimizes vendor performance with minimal administrative burden. Encourages fair market pricing.

Technology Management

Focuses on the core business while benefiting from a fully customized and integrated technology solution.

The Mitchell Cloud Glass
Claim Interface

Self-Serve/Web FNOL
Private branded, self-serve website.
Give your end users the ability to submit
their claim, verify policy as well as
choose vendor of choice.

FNOL and Coverage Verification
Start the claim with the first notice
of loss and verify your policy holders'
insurance coverage.

Market Pricing Efficiency

Mitchell Cloud Glass supports the traditional Offer and Acceptance (O&A) model for glass program participation,
but offers the most advanced market pricing technology in the market. Vendors are encouraged to set their own
pricing within the system, subject to your limits, and are provided regular feedback to determine their competitive
standing in their service area. This encourages vendors to supply accurate market prices rather than match an
artificial price level.

Mitchell **NAGS**™

Industry-Leading Accuracy

With roots in deep data repository of historical information and technology, Mitchell fully understand what is happening in your business relative to the market. Mitchell wholly owns National Auto Glass Specifications (NAGS). NAGS is the only provider of aftermarket glass parts, installation materials, labor and benchmark pricing. As the publisher and distributor of the NAGS information and benchmark pricing, our vested interest comes from accurately deriving the price of aftermarket glass, with no incentive to see that price rise or fall.

Keeping with our core competency, Mitchell and NAGS are uniquely positioned as the most efficient providers of both the NAGS database—from which retail benchmark prices are derived—and the technology platform necessary to deliver that data. Mitchell eliminates the need for carriers to implement the database into third-party systems by releasing updates as they are available.

The Mitchell Cloud Glass Benefits

COMPLETE NAGS INTEGRATION

Guarantees up-to-date information at all times.

INTEGRATED AUDIT ENGINE

Allows for carriers to review exceptions.

Helps keep manual processes to a minimum.

OPEN PLATFORM

Encourages high-level participation of glass shops.

Encourages competition and keeping severity in check.

REVERSE-AUCTION PRICING

Encourages best possible pricing by glass shops.

Claim Management and Reporting Capabilities

Rich Management Reporting
Customized to the needs of your business, the reporting capabilities with Mitchell Cloud Glass increase your efficiency by providing the necessary metrics for better decision-making.

Manage the Claim
Manage your claim as it moves through the repair with detailed views of the NAGS integration and vendor notes.

RICH REPORTING

Increases efficiency by providing necessary administrative data.

Customizable to business needs.

SELF-SERVE/WEB FNOL

Allows policyholders and end-users to submit an FNOL and pick a vendor of their choice.
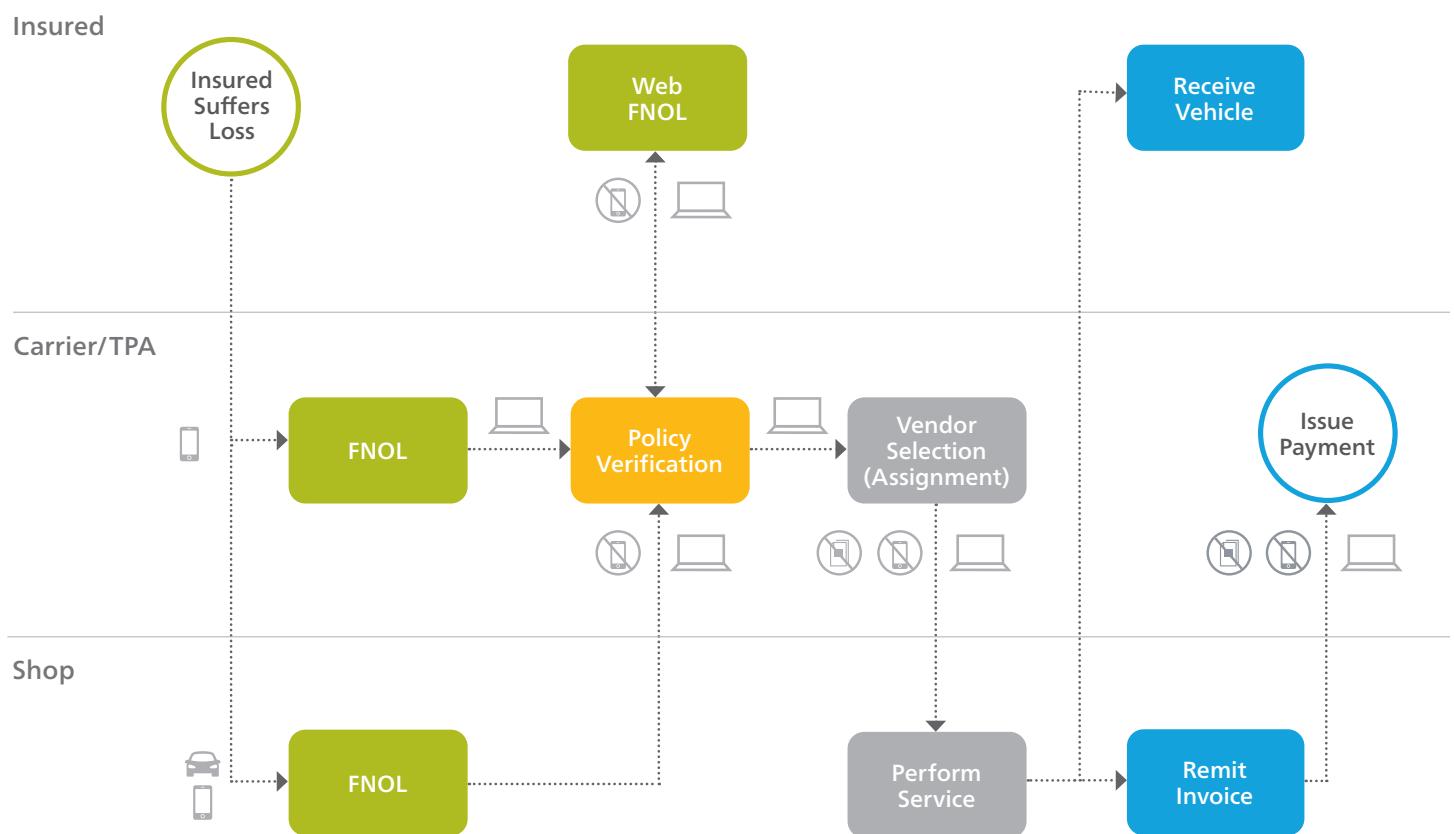
Reduces FNOL and claim admin costs.

PROPRIETARY VIN DECODER

Ensures only parts that fit loss vehicle can be billed.

Mitchell Cloud Glass:
An Open Window Into the Process

This flowchart demonstrates the Mitchell Cloud Glass workflow and the advantages to both carriers and insureds. By leveraging the power of the Internet, Mitchell Cloud Glass significantly reduces phone/fax time along with the overhead associated with processing claims and/or assignments. Mitchell Cloud Glass offers complete visibility and control while automating vendor interactions.

Mitchell Cloud Glass is a comprehensive, integrated web-based platform that connects to your glass service providers and policyholders creating an efficient glass claims workflow process. Your business compliance rules and auditing are built-in, reducing the need for time-consuming manual review. Mitchell Cloud Glass encourages providers to compete for carrier business by improving their offering and terms, which can help lower your glass claims costs and appropriate pricing for every market.

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KEY ADVANTAGES

Visibility	You have complete visibility to the full claims processing cycle—starting with FNOL through payment of claim—all online.
Control	Maintain carrier control of the claim, ensuring that potential satisfaction issues are identified early in the process.
Competitive Pricing	Market pricing capability assures competitive pricing by encouraging glass vendors to present the best possible pricing.
Effective Vendor Management	Mitchell Cloud Glass allows carrier-specific vendor networks with minimal administrative burden.
Cost Reductions	Electronic assignment reduces phone and fax overhead. Online FNOL capability significantly reduces phone time.
Accuracy	Built-in compliance ensures accuracy and eliminates transaction-level auditing.
Information Management	Sophisticated reporting identifies trends by vendor, region or vehicle type, allowing carrier to quickly adjust when appropriate.
Customer Satisfaction	Allows policyholders to choose their own service provider ensuring a smooth claims process.

KEY FEATURES

First Notice Capture (FNOL Workflow)	Easy-to-use interface for carriers, shops and policyholders to submit the First Notice of Loss and capture all relevant information (self-serve FNOL).
Vendor Agreement Administration	Electronic agreements make it easy for building quick vendor networks eliminating excess paperwork.
VIN Decode	Integrated VIN decode capability ensures the correct parts are installed on the insured vehicle.
Integrated Auditing Tools	Real-time audit functionality with latest NAGS data prevents overpayment.
Integrated Policy Verification	Automated coverage verification eliminates phone calls and time on hold.
Electronic Assignments	Mitchell Cloud Glass offers electronic assignment capability. With one click, you can send the assignment to the chosen shop and eliminate wasteful paper trails.
Management Reporting	Centralized reporting is provided for the carrier. A common, easy-to-use interface is provided for the glass vendor.
Repair Procedures at Your Finger Tips	Integrated Repair Procedures provides detailed OEM Service Information including windshield replacement instructions, tools and recommended materials from the manufacturer.

To learn more, call 1.800.238.9111
or visit mitchell.com.

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