



# StreamLine Photo Inspection

The most vehicle owner centric photo inspection tool on the market.



## Accessible Via Text Message

- 1 Any vehicle owner with a smartphone can receive either an English or Spanish introduction text with a direct link to their claim.
- 2 Using the example photos, the owner simply walks around the vehicle taking simple interior and exterior pictures.
- 3 Photos upload quickly as they're taken with full GPS and time/date tracking information.

## Photo and Notes

We know what is needed to write a complete estimate.

1. **TAKE PHOTO** activates the phones camera allowing owner to snap clear shots of exactly what is requested. Each example photo has unique instructions for best results.
2. **ADDITIONAL PHOTOS AND VIDEO** gives the owner ability to add up to 11 more damage photos. The video provides a 15 second recording of overall damage.
3. **SKIP** can be used if owner is not able to provide a requested photo. Custom carrier profiles determine which photos can be omitted.
4. **DAMAGE DESCRIPTION** allows the owner to verbally highlight what damage might not be visible. Uses phones speech-to-text so it's familiar and easy.

## Multiple Lines of Business

There is nothing worse to a vehicle owner than incorrect example photos. Our app is designed so example photos match the type of vehicle being inspected. RV, Heavy Truck, Motorcycle, ATV or Standard Auto are all covered.

In addition, our team has the ability to easily send a 100% Spanish translated version of our introduction text and app to the owner.

## What Happens Next

After the app successfully sends the photos to SCA Appraisal Company you have the option for us to write the estimate, within 3 business hours, or we can pass the photos along to your in-house staff via CCC, Audatex, or any other delivery method.



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## THE SCA DIFFERENCE...

- Dedicated telephone support department for owners
- National network of appraisers in the event of reinspection, supplement or DOI need
- Full complement of reports, online shop supplement request, can provide ADXE data files
- Easy to use app with customizable platform to allow for inclusion of any needed feature
- Backed by a technology and customer service forward national appraisal company in business for over 35 years

Car accidents used to mean customers waiting on an appraiser visit to take some Polaroid's. While frustrating, there wasn't much that could be done about it. Methods of inspection, or MOIs, were based on available technology. They were used at the discretion of the insurance company and the ability of the appraisal firm. Now, the new industry phrase is: 'There's an app for that!' Meet Streamline. It's the newest and most customer-centric photo app on the market today. SCA's multi-faceted app has transformed the inspection process. Traditionally, the average cycle time for an appraisal is 3 days from assignment to estimate upload. With Streamline, SCA guarantees an average turnaround time of just 3 hours using the owner's photos. After viewing photos, the appraiser determines if there's a real need for a vehicle visit or not. What about supplements? No problem. SCA will immediately dispatch a qualified appraiser from their national network.

How does Streamline work? First: downloading the app is as easy as using it. Any vehicle owner using an Apple or Android phone can quickly download the app from Google Play or Apple's App Store via a direct link or QR code. From download to upload, the entire process takes about five minutes. Second: the interface is a breeze for customers to use. The application all but walks the owner around his or her vehicle, and includes user-friendly photo guides to indicate requested photos. Customers simply snap the relevant photos with their phones and submit them. Finally: qualified and trained SCA appraisers from across the country can view the photos and one responds with an estimate. This large network of ready appraisers gives SCA the depth of unlimited scalability. It saves travel cost. It saves everyone's time. It saves owner frustration. Customers are empowered to take an active role with their vehicles' inspection and this satisfaction leads to higher NPS and fewer turnovers.

Multi-level and robust, this app does it all. Based on insurer determination, it can facilitate the owners' selection of a repair shop or notify the adjuster of an owner's desire to receive a check. Once the estimate severity is evaluated and the vehicle arrives at the repair shop, Streamline is backed by SCA's national footprint, which offers the ability to request an appraiser's re-inspection. While at the shop, SCA appraisers have AT&T mobile hotspots to create a supplement based upon our original Audatex estimate. Want to use your own staff? Not an issue. The owner's photos can be directed to a carrier desk appraiser for estimate creation. Want to have your own app? Streamline delivers insurance carriers the ability to offer a white label version.

Choosing Streamline is an all-inclusive package. Extensive call center support is available to assist owners with everything from install and usage to those important next-step questions. SCA's delivery department offers over 30 different options for the estimate return, including direct integration into CCC Autoverse, Audatex, Process Claims and Performance Claims. Beyond all this, the price point is right for a complete estimate, a physical re-inspection or supplement or for a simple photo pass-thru. Insurance appraisals have come a long way since Polaroid's...

