



MSX Total Loss Avoidance



## Proactive, event driven intervention and authorised bodyshop management

Today, OEMs have greater influence over the impact of parts substitution in the case of a potential total loss. By arming them with the right people, processes, and technology, we can improve the likelihood of a vehicle's repair, subsequently retaining ongoing parts sales for that vehicle while it continues its serviceable life.

MSX's Total Loss Avoidance (TLA) solution intervenes in the repair estimate process. Using a specialized pricing approach, manufacturers can influence parts chosen for repair, bringing the cost of repair below the total-loss threshold, and deeming the vehicle repairable. By combining technology and expertise, we can generate transparent, incremental parts sales growth and a clear ROI.

### Introducing Event Driven TLA

In the event of a potential total loss claim, our event-driven TLA solution takes an automated, direct data feed from the Bodyshop at the time of repair assessment, allowing the OEMs to access the crash-repair estimate. Using software configured to their specific requirements, the OEM can then review relevant information relating to each recommended part.

Our specialist case management team then works directly with the Bodyshop to save the vehicle using only genuine, OE parts. This will often require tactical support within agreed guidelines, parts-pricing rules and brand requirements. Once the case has been reviewed, the best course of intervention can be determined. Revised estimates are then sent to the insurer and a parts order will be placed with a preferred partner at the agreed price.



## Comprehensive and dynamic reporting

A set of comprehensive, dynamic dashboards reveal detailed business intelligence, offering manufacturers full transparency into their collision management program, helping them refine their strategy and boost revenue.

By managing total loss and substitution with one solution, manufacturers can help keep more vehicles on the road, retrieve otherwise lost sales and operate more efficiently.

- A clear demonstrable ROI with a cost model aligned to success
- Full program transparency and insight via interactive, customizable dashboard reporting used proactively to drive program ROI
- A turnkey solution already successfully deployed for other clients recommendations



## Maximizing your business potential

Our team's expertise ensures that every stage in the process is simple and straightforward. MSX Total Loss Avoidance solution helps your business:

- Minimize total losses
- Reduce risk with genuine parts replacements
- Increase dealer trade sales to independent bodyshops
- Increase parts revenue
- Increase throughput allowing bodyshops to fit parts faster and more efficiently
- Support manufacturer guarantees and benefit from greater customer satisfaction
- Reduce workload and labor costs
- Minimize the number of parts returns



## Elevate your journey with MSX

MSX is more than a service provider - we are your co-creator, standing by to help you initiate, manage, and scale your TLA operations. Equipped with an advanced suite of tools, and expertise, we provide you with the information needed to help you make effective and informed business decisions.

We are prepared to assist you in constructing an impactful TLA strategy, considering key factors such as increasing parts sales revenue and ROI.

Align with MSX, and together, we can help you maintain the highest vehicle standards and ensure a vehicle's safe return to the road by making genuine parts more cost effective for use throughout the industry.

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Get in touch with us

