



## CCC Introduces CCC® Diagnostics Enhancements

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**Available through CCC ONE® software, enhancements will drive consistency and transparency while improving verification of scans across collision repairers and insurers**

CHICAGO--(BUSINESS WIRE)-- [CCC Intelligent Solutions \(CCC\)](#), a leading SaaS platform powering the P&C insurance economy, today announces the introduction of enhancements to CCC® Diagnostics, a transformative product that meets the evolving needs of an increasingly complex collision repair industry. The new functionality will simplify the diagnostics process for repairs and drive consistency in the administration of diagnostics billing, including customizable diagnostic profiles and a dashboard to drive diagnostics workflow. These features are further enhanced through CCC Diagnostic's existing integrations with leading diagnostic service providers.

"As the frequency of diagnostic operations has been increasing, our customers have told us about the challenges they face in this area," said Mark Fincher, vice president, product management, CCC. "From including the proper billing at the shop's specific rate on the estimate to verifying diagnostic procedures are being performed, repairers needed a tool to help manage these important steps throughout the repair lifecycle. Using the new CCC Diagnostics features will help shops properly account for scans and related procedures, and it will also drive more consistency and transparency of repairs on today's sophisticated vehicles."

Through use of the CCC Diagnostics optional enhancements, repairers will be able to configure notifications to their staff to help inform them when deciding which vehicles need a pre-repair or post-repair scan, as well as which repairs have had a diagnostic operation completed, but not billed. Within the software, shops will be able to configure profiles to specify OEM or aftermarket diagnostic procedures (scans, calibrations, etc.) according to shop preferences, insurer-specific guidelines, and even OEM specifications for certified shops. These profile configurations include procedure type (OEM or aftermarket), plus rates and/or labor hours for the operations to be performed.

When writing the estimate, shops using the enhanced CCC Diagnostics solution will be prompted with the relevant diagnostic procedures and pre-configured pricing based on insurer, vehicle make, model year, etc. The procedure can then be easily added to the estimate at any time during the repair process. Reporting capabilities within CCC Diagnostics allow for tracking by shop, repair stage, employee, and more, to drive performance and consistency.

"Ensuring that diagnostic operations are completed as necessary and then properly billed has become an exponentially complex task across the hundreds of individuals responsible for safe and proper repairs at our 70 locations," said Patrick Morgan, senior vice president, CollisionRight. "By using the add-on features to CCC Diagnostics, we can help to see that we are delivering consistent processes for our valued customers."

As always, when diagnostics are performed with CCC Diagnostics Network partners, the scan reports and invoices automatically appear in the CCC ONE workfile for all shops using the existing CCC Diagnostics product. Those operations are linked to the billable line item to verify completion or create an exception when no corresponding line item exists. Currently, OPUS IVS, American Honda, asTech, and AirPro are integrated partners in the CCC Diagnostics Network. Scans performed with non-integrated partners can still be added manually to a work file within CCC ONE.

Fincher added, "CCC Diagnostics was designed with the needs and experiences of collision repairers, insurers, OEMs, and consumers in mind. We are thrilled to continue to work to bring additional value to this product to meet the needs of the industry."

For more information, visit [www.cccis.com/diagnostics](http://www.cccis.com/diagnostics).

### About CCC

CCC Intelligent Solutions Inc. (CCC), a subsidiary of CCC Intelligent Solutions Holdings Inc. (NYSE: CCCS), is a leading SaaS platform for the multi-trillion-dollar P&C insurance economy powering operations for insurers, repairers, automakers, part suppliers, lenders, and more. CCC cloud technology connects more than 30,000 businesses digitizing mission-critical workflows, commerce, and customer experiences. A trusted leader in AI, IoT, customer experience, network and workflow management, CCC delivers innovations that keep people's lives moving forward when it matters most. Learn more about CCC at [www.cccis.com](http://www.cccis.com).

### Special Note Regarding Forward-Looking Statements

This press release contains forward-looking statements that are based on beliefs and assumptions and on information currently available. In some cases, you can identify forward-looking statements by the following words: "may," "will," "could," "would," "should," "expect," "intend," "plan," "anticipate," "believe," "estimate," "predict," "project," "potential," "continue," "ongoing" or the negative of these terms or other comparable terminology, although not all forward-looking statements contain these words. These statements involve risks, uncertainties and other factors that may cause actual results, levels of activity, performance or achievements to be materially different from the information expressed or implied by these forward-looking statements. Forward-looking statements in this press release include, but are not limited to, statements regarding future use and performance of CCC's diagnostics solutions. Such differences may be material. We cannot assure you that the forward-looking statements in this press release will prove to be accurate. These forward-looking statements are subject to a number of risks and uncertainties, including, among others, competition, including technological advances and new products marketed by competitors; changes to applicable laws and regulations and other risks and uncertainties, including those included under the header "Risk Factors" in most recently filed Form 10-K by CCC with the Securities and Exchange Commission ("SEC") on March 1, 2022, which can be obtained, without charge, at the SEC's website ( [www.sec.gov](http://www.sec.gov)). The forward-looking statements in this press release represent our views as of the date of this press release. We anticipate that subsequent events and developments will cause our

views to change. However, while we may elect to update these forward-looking statements at some point in the future, we have no current intention of doing so except to the extent required by applicable law. You should, therefore, not rely on these forward-looking statements as representing our views as of any date subsequent to the date of this press release.

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