

Introduction to a ICBC Towing Systems

We want to hear from you

ICBC Towing Supplier Industry Consultation Package

November 2023



Why are we consulting with you?



- ICBC has been on a journey to modernize its material damage programs. With feedback from stakeholders, we've redesigned our collision and glass repair programs. Now we're assessing our salvage and towing operations.
- As part of potential changes involving our salvage operations, we're looking at the possibility of 2-in-1 solution that will modernize how we sell our salvage, and create a system for our towing business which streamlines interactions between ICBC and towers.
- We have an opportunity to implement a towing solution that will introduce efficiencies for our towing business partners and want to hear from you. Your feedback will help us better understand your needs and requirements for any future procurement.
- We're here to listen and value your insights and experiences. We've heard from our Towing Industry Liaison Committee on potential changes and are interested in hearing from all of our business partners.



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Why do we need to make changes?



Outdated technology

Our existing technology for managing and selling salvage vehicles is lagging behind industry trends and is reaching end-of-life. Our towing processes are largely manual with limited digitization. An opportunity exists to implement a single 2-in-1 system solution which would benefit both salvage & towing operations.



Helping business partners and ICBC achieve efficiencies

A single system solution would create process efficiencies between ICBC and our towing and salvage business partners. Modernizing the towing workflow with a new system will create valuable time and costs savings for our towing business partners.



Customer commitment

The ability to manage and move vehicles effectively is beneficial to our mutual customers. By being as efficient and as streamlined as possible, it helps to keep customer rates stable.



What could potential changes mean for towers?



Inventory Tracking

Towers could access a system that provides inventory tracking and vehicle management. A tower could know which stall to drop off or pickup a vehicle from before arriving at ICBC



Dispatching Process

Dispatches could be sent electronically to the tower in real time, even on their phones.

This improves efficiency, accuracy and response times for both ICBC and towers



Invoicing Process

Tow operators could invoice online or via a mobile app, expediting payment processing and allowing for online payment status updates



What could potential salvage changes mean for towers?



Photos & Triage

Towers could use a guided photo capture app to complete vehicle conditioning reports.

This supports our salvage buyers and the triage process with clear consistent photos.



Offsite Salvage

Offsite salvage yards could get real time communication on the sale and release of a vehicle. This improves communication between ICBC, the salvage buyer and the tow yards



Hearing from you



Taking your feedback



Your feedback on potential changes and how we can support you is important. We're looking to hear from you on the following topics:

- ICBC's towing management system
- ICBC towing processes
- Supporting you through potential changes

Please review the questions that follow on the next few slides and provide any written feedback to towingprograms@icbc.com



Hearing from you: ICBC's towing & salvage system



ICBC towing management system

1. How would an ICBC inventory management system help your operations (e.g. what stall to drop/pickup from)?
2. What aspects of a towing management system would you benefit from (e.g. dispatching, invoice submission, invoice status, etc.)?
3. What are key areas for improvement on how ICBC interacts with your towing business?
4. What towing management system(s) are you using now?



Hearing from you: ICBC's towing & salvage system



Salvage System

1. For Off Site Salvage providers, how could ICBC improve the notification process when a vehicle is sold?



How ICBC Sells it Salvage

1. For Off Site Salvage providers, what support and/or training would you need to assist ICBC with completing a conditioning report on ICBC salvage vehicles?
2. If you are currently taking vehicle damage photos for ICBC what is a pain point for you in the process (i.e. image format and sizing, emailing, etc.)?

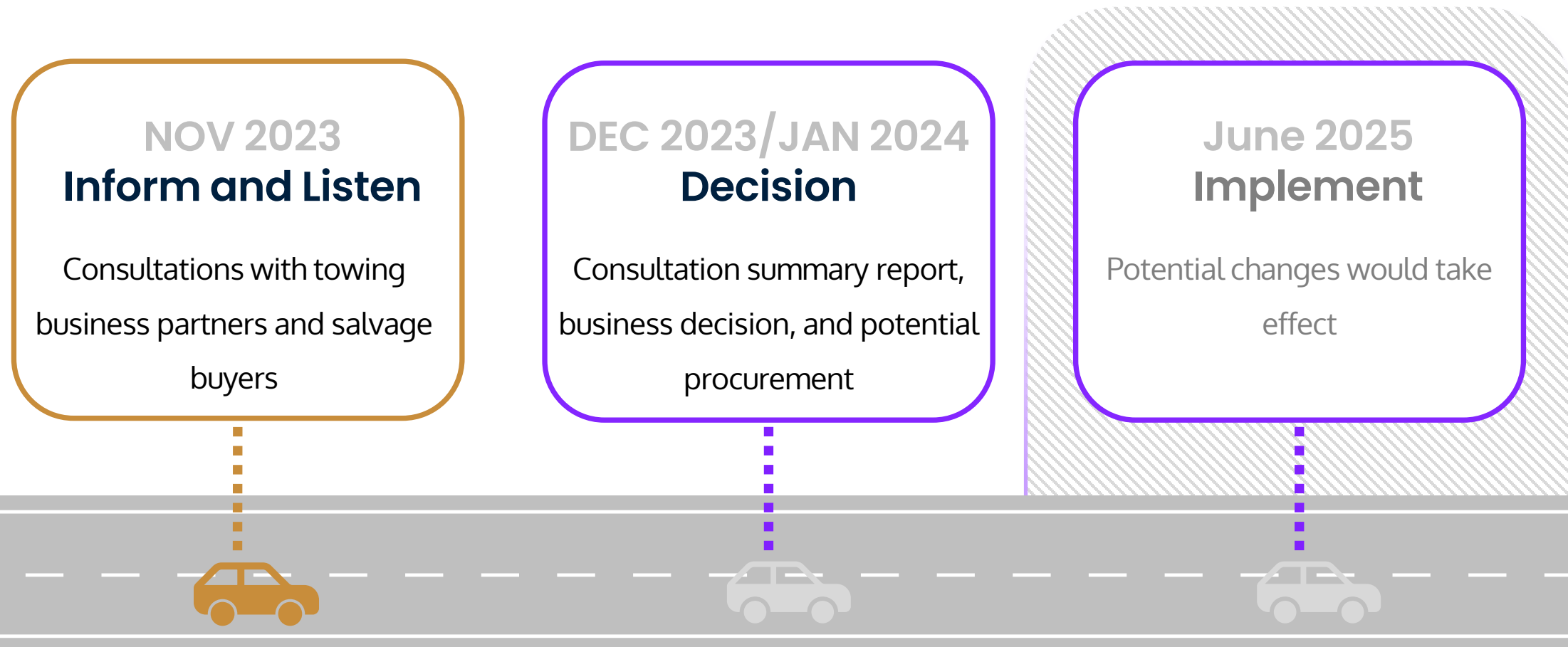


Hearing from you: supporting you through changes

1. How can we best support you through any potential changes?
2. How much time do you need to prepare for any changes?
3. How should we educate you on changes involving our towing & salvage system?
4. Are there any resources you would like to be prepared and compliant with any changes?
5. How would you like to be kept updated on this initiative?



Keeping you informed



Key next steps



Send any questions and written feedback on the consultation questions via towingprograms@icbc.com by Nov. 15th



Check your inbox for project updates

