

CCC Announces Integration with CSi Complete

CHICAGO, July 6, 2011 /PRNewswire/ -- CCC Information Services Inc. and CSi Complete today announce plans to integrate the CCC ONE® Total Repair Platform workflow solution with CSi Complete's customer satisfaction indexing services, providing repair facility customers with an improved process for capturing and utilizing consumer feedback for completed repairs. Repairers can activate the integrated solution through CCC's partner gateway - a specifically designed connectivity tool within the CCC ONE platform that speeds and simplifies the process.

"CSi Complete is the indexing service of choice for our mutual repair customers," said Jim Dickens, Senior Vice President of the Automotive Services Group at CCC Information Services Inc. "This connection allows repairers using CCC ONE and CSi Complete to integrate their customer satisfaction initiatives through a seamless workflow to deliver the best possible customer experience."

John Webb, CSi Complete President and Chief Operating Officer, stated that, "The agreement gives repair facilities the ability to leverage CSi Complete's 15-plus years of experience in providing automotive claims satisfaction indexing with the power and flexibility of the CCC ONE Total Repair Platform."

The CCC ONE Total Repair Platform combines estimating, shop management and DRP performance tools into a single, hosted desktop application, offering repair facilities a central location to manage the complete repair process.

For additional information on the CCC ONE Total Repair Platform, visit www.ccc.cccis.com

About CCC Information Services Inc.

CCC brings together what matters most - insight to make the best decisions, connections into the largest auto claims network and superior productivity through an innovative single platform. Founded in 1980, CCC is the nation's leading provider of advanced software, workflow tools and enabling technologies to the automotive claims and collision repair industries. Its client base includes more than 350 insurance companies and more than 20,000 repair facilities. CCC also delivers the most comprehensive, best-in-class industry insight by leveraging data captured from the millions of transactions processed through its network, and the forward-looking, trusted advisor perspective of its people. You can find out more about CCC Information Services Inc. by visiting the company's web site at www.cccis.com.

About CSi Complete

CSi Complete is a provider of customer satisfaction indexing to collision repair, claims and other service industries. CSi Complete is located in Plain City (Columbus area), Ohio. With 16 years experience, the company has completed millions of surveys for thousands of customers across the United States and Canada. With experience in survey development, reporting and our onsite call center we are well positioned to provide customer satisfaction programs to a wide range of clients. For more information, visit www.csicomplete.com.

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