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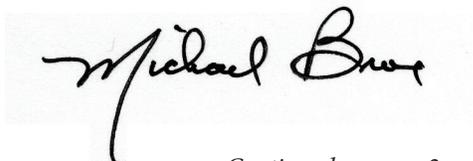
2016 Year in Review

Valued Member Auctions, Consignors, and Partners, Please accept our thanks for your continued trust and partnership. The list of highlights below underscores another year of growth in our position as a key technology service provider to the remarketing industry, and we couldn't do it without you.

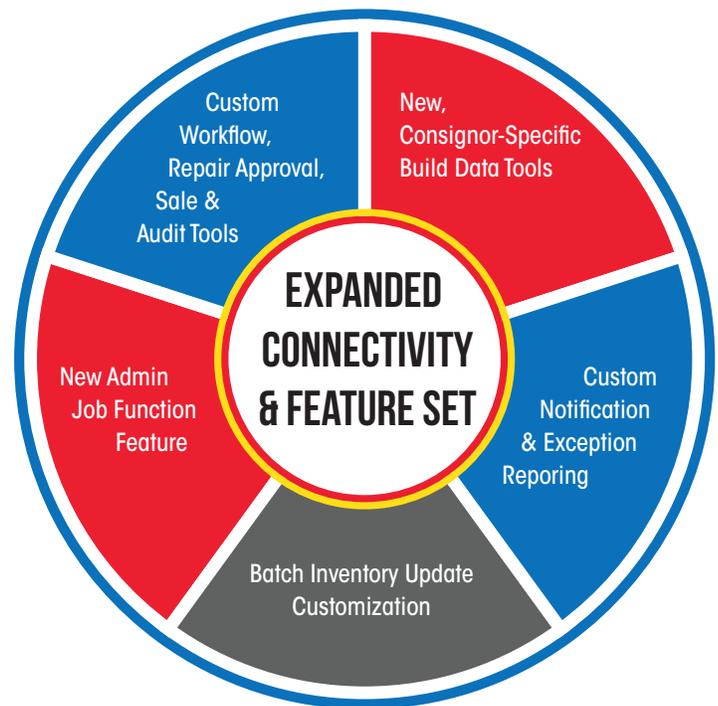
Achievement of our goal - to enable streamlined data connections and processes for member auctions and the remarketing industry - is evidenced by the sheer number of you that call AutoIMS first when you need to solve a problem. We never take that position for granted, which is why many of the items pictured here represent re-investment in our business.

We are committed to improving the level of service on which you have come to depend. This is not the work of one or two people, but is a product of our continued, company-wide focus on: enhancing the client experience, making AutoIMS a great place to work, and innovating in a way that helps you maximize ROI from our technology.

Wishing you success in 2017!



Continued on page 2



WELCOMED

11 **WHOLE CAR AUCTION MEMBERS**

Wisconsin State AA	Manheim Vancouver
Auctions in Motion	Lake Charles AA
Copart Crashed Toys	ADESA Windsor
ADESA Chicago	Bar None Auctions
GB Auctions	-Portland, Riverside, Sacramento
Mid Kansas AA	Value AA

4 **SALVAGE AUCTIONS** **18** **NEW CONSIGNORS**



Partnered with IARA
& Chrome to offer a
DATA REPOSITORY
through
AutoIMS



CREATED
Cross-functional
team to improve
CLIENT EXPERIENCE

**ADDED
PERSONNEL**

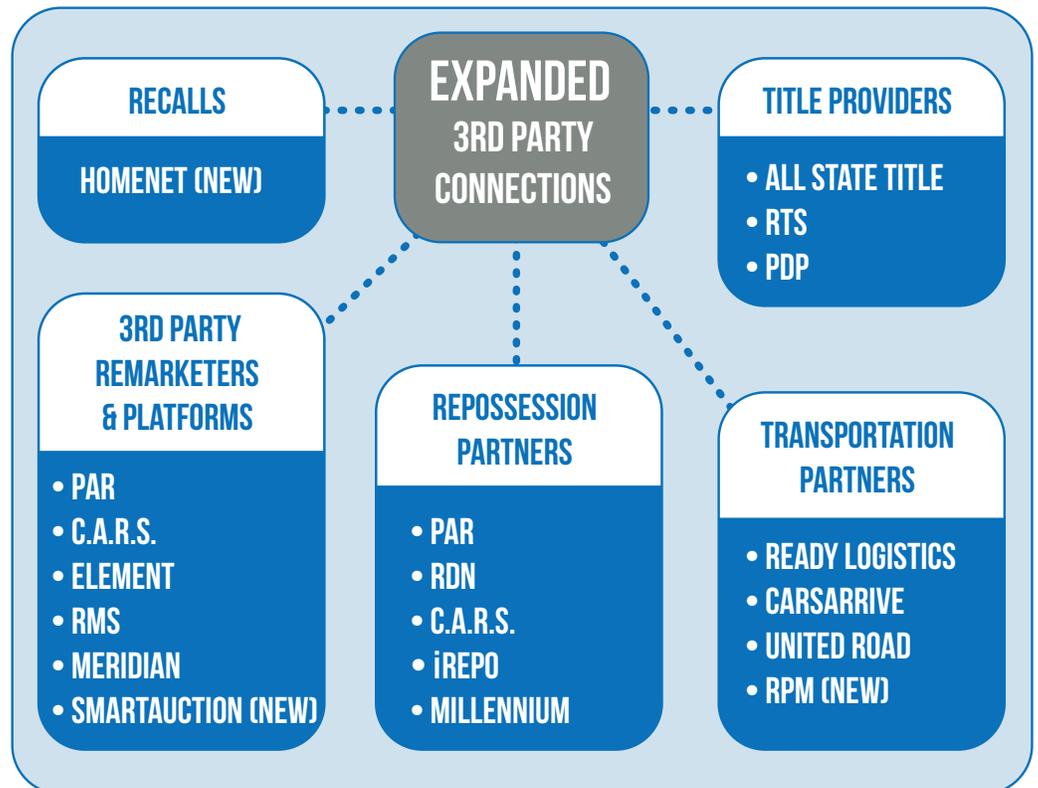
Support • Systems
Development



PRESENTED TO

- Auction Digital Managers
- Fleet Lease Managers
- Compliance Managers

THE YEAR • 2016



CONTINUED QUARTERLY

Vulnerability Assessments &
Mitigated Findings



DELIVERED

HANDS-ON
TRAINING
DALLAS, TX



SECURED

SFTP

Environment

FOOD DONATION DRIVE

142 lbs. of food + \$2,840 to
North Fulton Community Charities

OVER-ACHIEVED

Uptime/Availability to

99.98%

ATTENDED | SPONSORED

PRESENTED

@ CAR, NAA/NRC, IARA
Roundtable + Compliance
Meetings, CIO Conference
Disruption Keynote

UPDATED

**my local
auction**

• **WITH** •



Brett Odom



Brett Odom is always looking to uncover hidden funds for his clients. As the 2nd VP of Claim & Recovery, he is primarily responsible for the oversight of the REPO Plus operation at Allied Solutions. With 20 years experience in the insurance industry, Odom truly understands the challenges facing Allied's many lender clients.

"The REPO Plus product is primarily aimed at financial institutions that have a significant volume of repossessed collateral. They need assistance in assessing physical, compensable damage to these vehicles and pursuing recovery for this damage from outside insurance companies," says Odom.

Well-designed processes, solid communication and enabling technologies are all essential elements in meeting the customized needs of credit unions, banks, and other financial institu-

tions. Allied Solutions' vast insurance database and recovery methodology, when coupled with the AutoIMS lender remarketing network, creates an opportunity to help lenders to easily recover more from their assets in the remarketing process.

Indeed, Allied Solutions is one of the most successful 3rd party connections to AutoIMS. Odom attributes their success to the people at Allied. "Our team is generally comprised of associates with years of experience in the insurance claims industry and that are passionate about what they do," says Odom. "We have an entrepreneurial environment and constantly experiment with new approaches to how we can improve our operation and maximize efficiency within it," Odom adds.

In stark contrast from his fast-paced, client-centered work life, Brett enjoys fishing, and the company of his wife Brooke and their two children, Griffyn (11) and Ellesyn (9).

Group Training

At AutoIMS, we love creating 'power users' who can help their organizations take advantage of everything our system has to offer. To that end, last October, AutoIMS held its first in a series of LIVE hands-on training sessions. Consignors gathered during the first half of the day to walk through basic AutoIMS concepts, followed by a LiveReports training segment. In the afternoon, a group of auction employees went through similar, but auction-centric processes.

The event, located in Dallas, was hosted at a computer-learning center, and led by members of our Client Support and Solutions teams who guided participants through a series of exercises to sharpen their AutoIMS skills. When not at the front of the classroom, AutoIMS staffers circulated the room offering individual assistance to those with questions or specific requests. "The ability to physically follow along in AutoIMS completely changed the learning experience for the better," commented a participant.

Responding to the results of a post-session survey, we will be extending the hours of our next session to be a full day event which allows participants to have more one-on-one time with our trainers. Our next AutoIMS LIVE training is being planned for early spring in the Los Angeles area.

Interested in more information about AutoIMS LIVE training? Email us at training@autoims.com.



CLUTCH NEWS YOU CAN USE
HELPING YOU SHIFT GEARS

Keep an eye out for our freshly launched eNews in your inbox. Clutch News is a new venue to communicate with auction and consignor partners.

"We aim to highlight specific features, new functionality and simple reminders to help make our users' lives easier," says Ann Cammarata, leader of this initiative.

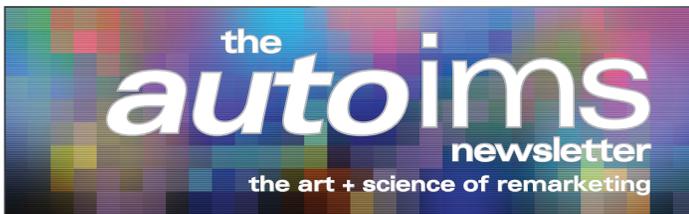
We'll strive to keep the information in Clutch News to the point, valuable, relevant, timely and in a way that helps you *get in gear!* We want users to take advantage of everything our system has to offer.

If you have a specific topic you'd like us to cover or a question that could benefit others, please let us know. Having the right tools for the job is "clutch".

Email your ideas to clientsupport@autoims.com.

Auto Auction Services Corp.
50 Glenlake Parkway, Ste. 400
Atlanta, GA 30328
888-683-2272

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Send newsletter recipient changes to Kellee at kwatson@autoims.com.



Speed Boat

AutoIMS led a group of auction fleet lease managers through a game of “Speed Boat” in Nashville at the most recent Auction Academy session. Using metaphorical anchors, our clients identified elements that slow down the AutoIMS “Speed Boat”.

Innovation Games®, like Speed Boat, are a more thoughtful, engaging, and productive way to gather feedback and uncover ideas. This type of exchange sparks improvement and gives voice to previously hidden client concerns. “Auction people aren’t shy, but it’s important to structure the conversation to keep it honest and productive,” said Ann Cammarata who helped lead the session.



Players wrote feedback on sticky notes and placed them on the speed boat graphic. Topics raised included more frequent data integration, MLA enhancements, user experience, AutoGrade,

AutoIMS training, and more. Findings from the session are already showing up as new solutions.

To start, we launched a new training initiative called AutoIMS LIVE. The goal was to create a new training forum where the Support team could reach more users and offer deeper AutoIMS knowledge. NOTE: AutoIMS training is always free, so don’t hesitate to contact us if you need help: training@autoims.com.

Another concern raised was about knowing when new features were launched. We’ve become more diligent in our communications about new items that could affect the auctions, and are also in the process of launching a new communication to help. Keep an eye on your inbox for Clutch News You Can Use.

Issues with AutoGrade were also raised by the speed boat exercise. Remember, AutoIMS has regular AutoGrade industry calls that you are welcome to attend; or schedule time with Laura Clark, our AutoGrade SME on the Support team. Contact us here: autograde@autoims.com.

The Speed Boat continues to make waves! Thanks to all who participated, and to all of our clients and partners that trust us with their feedback - good and bad - every day. We’ll continue to find creative ways to listen and to help.