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Robert Williams Named AutoIMS Chief Technology Officer

Please join us in congratulating Robert Williams on his recent promotion to Chief Technology Officer. The promotion recognizes Robert's ability to help shape short- and long-term strategy while also managing a diverse and highly-skilled technology team.

Already a veteran member of the AutoIMS leadership team, Williams' 20-year tenure at the company demonstrates a legacy of growth, innovation, and passion. Following his chemical engineering degree from MIT, Robert worked at Honeywell on multi-variable control systems to help optimize refinery and paper mill operations. At AutoIMS, Robert learned—and many would say mastered—SQL, servlets, jsp, javascript and numerous other burgeoning technologies over the years.

“Many of the technologies we rely on today didn't exist or were very, very new in 1999,” says Williams, who is responsible for the writing or design of most of the existing AutoIMS software.

Technology aside, Robert is a strong steward of the AutoIMS 3 Pillars strategy and emphasizes the importance of being the “Employer of Choice.” As a result, his team carries exceptional tenure. Robert added, “It's hard to find hard-working, hon-

est, talented people with common sense. Once you find them, hold on tight!”

Robert enjoys working with our clients to solve problems and believes passionately that we can help many more people do their best work by removing technological barriers. Asked about

his goals in his new role, Robert said, “I want to work with Venkat and our entire team to move AutoIMS strongly and stably into the coming decade. We'll continue to deliver reliable processes, new features, and dependable client support, striving to be the provider of choice for our industry.”

Outside of work, you'll find Robert spending time with his wife and two boys, traveling, spinning pottery, taking in an audio book, or fine-tuning his ping pong game with friends.

Congratulations, Robert!



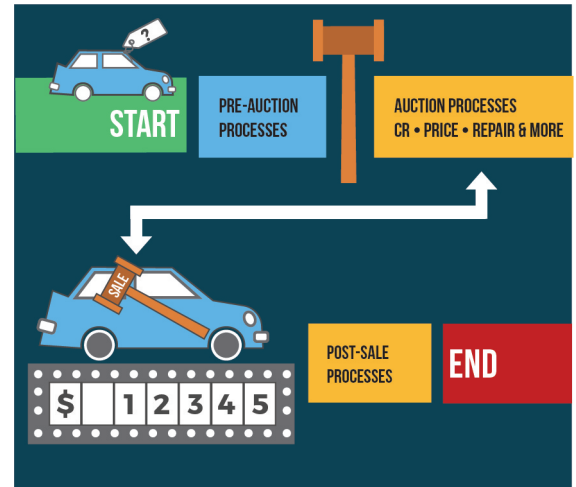
Robert Williams

Behind the Scenes: A Fresh Approach to Product Management

Have you visited www.autoimsproductcatalog.com? Well, just like a fantastic wine list often goes under-utilized without a fantastic sommelier, we knew our clients would be better served if we armed our employees with better tools and information about the various “vintages” and “appellations” within our Product Catalog.

Enter our newly-formed Product Management Team. Made of existing employees from other teams, this group will meet regularly to evaluate new product opportunities, address gaps with existing offerings, and prioritize work that needs to be done to empower the entire AutoIMS team.

With that type of organization and focus, our team and our clients will be able to connect new dots, add more value, and take our clients’ experience to new heights. Maybe along the way you’ll join us for a glass of wine to celebrate?

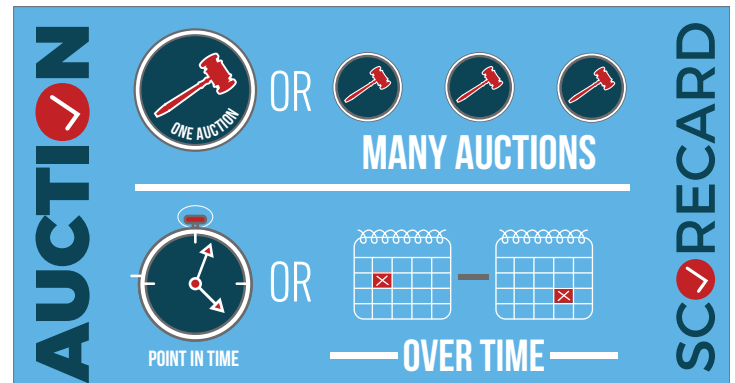


Dashing Toward a New Scorecard

AutoIMS is excited to be a part of an ongoing industry initiative to bring a new, standardized auction scorecard template to our clients and auctions. Industry veterans Cynthia Meyer of Auction Management Solutions, and Layne Weber of Avis – both great friends and partners to AutoIMS and the IARA over the years – recently renewed efforts to establish the first generation of an ‘industry standard’ auction scorecard.

Designed to be flexible in its use, the scorecard aims to offer users an easy-to-use interface to measure the results of one or multiple auctions at a point in time or over a range of days or even weeks. Cynthia and Layne, working with our own Joe Miller and an advisory committee of other consignor leaders, came up with a series of metrics and benchmarks that were deemed universally appealing. Layne admitted, “We all know one scorecard template can’t be all things to all consignors. Still, our vision for this tool is that it will offer many of the key metrics that every consignor uses, but without the Excel headaches.”

As for the delivery of the scorecard, AutoIMS was the logical place given the preponderance of consignors and auctions already using the platform and the availability of the data already there. Without any new burden on auctions or consignors to upload data, AutoIMS can calculate things like sale percentage, retention, days to sell, and average mileage. Existing technology can be configured to let users slice and dice their portfolio(s) to measure performance for specific segments of the vehicles they are selling.



AutoIMS’ Chief Technology Officer Robert Williams chimed in, “Some new feature requests simply don’t make the cut because there aren’t enough clients interested. With the scorecard, there is overwhelming interest and agreement on what it should contain, and the value it will provide – it was an easy decision to add this to our roadmap.”

That interest and participation culminated at the 2019 CAR conference in Las Vegas this past March, where Cynthia, Layne, and Joe facilitated a well-attended discussion about the topic. The audience was able to chime in on the spot verbally and through a live-polling system. Consensus grew quickly, and AutoIMS committed to delivering v1. of the new scorecard by this summer’s IARA Roundtable in Chicago.

Stay tuned for more information about the new scorecard, and be sure to come see the follow up session and live demo at the IARA Roundtable this August. Learn more at www.iara.biz.

AutoIMS: A Culture of 3 Pillars

In 2018 our CEO (then COO), Venkat Krishnamoorthy read *Leading at a Higher Level* by Ken Blanchard, which describes a business culture based on the elimination of gaps in a company's stated values and actual behavior. By empowering your people and zeroing in on the right vision, an organization can reach their greatest potential. This aligned so well with the mission at AutoIMS that we established three pillars to which we aspire: Employer of Choice, Provider of Choice and Investment of Choice for the remarketing industry. Fueled by Venkat's enthusiasm, each of the six functional teams within AutoIMS set out to define the things that make us the Employer of Choice, Provider of Choice and Investment of Choice. What we found was an overwhelming overlap between our teams; demonstrating cohesiveness, despite the varying roles these teams played within the company. Words like Introspective, Challenging, Engaging and Focused emerged as common themes amongst all teams when describing our culture related to the 3 Pillars.

To continuously improve and lead at a higher level, we knew we had to evaluate areas of the organization identified as needing improvement. Again, we looked to our functional teams to document "gaps" or "barriers" to be the Employer, Provider and Investment of Choice. It is these deficiencies which we chose

to tackle in the early part of 2019. Improving our Parental Leave, PTO and work-from-home policies were just a few items considered, debated and ultimately



Vanessa Macia Casts a Vote

modified to better meet our teams' expectations. Furthermore, we exposed our employees' desire to be more innovative for the industry. Using an old-fashioned suggestion box, new products, features and processes were identified, prioritized and are in the works to be released soon.

Our teams continuously provide valuable insight into our business and demonstrate a genuine commitment to the remarketing industry. Following their recommendations just makes sense. To that end, we will continue to evaluate the culture which has made us so successful and continue looking forward to enhancing this exceptional culture we call the 3 Pillars.

Employee Engagement

What's new with our employees? AASC has been busy with employee activities.

Our quarterly meeting found our employees very involved with the 3 Pillars Exercise and new ideas. After hearing from each manager about current projects and team initiatives, AutoIMS got a chance to test employee input in the 3 Pillars arena. Using a color-coded system, employees voted on company-wide initiatives to promote growth within the company and in the remarketing industry. Those votes were tabulated and have influenced the future of AutoIMS.

Our in-house sports guru, Lee was at it again with his challenge to employees to complete their March Madness Brackets. Employees' brackets were soon busted. The winner, Ben, barely beat out our new Mom, Kellee. Yes, she still participated while on maternity leave.

The company's week-long sleep challenge found us all getting more Zzz's. We divided the company into two teams based on birthdays. The purple team beat the green team. The conclusion - if you were born after April 30th you sleep more? We

are all enjoying our lavender lotion. Ken and Madiha can sleep better with their prizes, a diffuser and sleep machine they received.

Our employees really move during step challenges. Just another way to think about your health and get more exercise. James and Joe took the lead by many steps. James says it's because he has 3 small children.



Beverly Heslin, HR & Office Manager

Do we like tradition?

Yes. We had to have our Annual Easter Egg Hunt.

Are we competitive? Yes. Just ask anyone that participated in our Annual Easter Egg Hunt. What fun watching employees searching for the eggs. Our 3 winners were Mike, Madiha and Ben.

Finally, welcome back Kellee and congrats on the birth of your daughter, Audrey!

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On the Road Again

AutoIMS is always honored to attend our clients' meetings with auction partners. These opportunities to network on a smaller scale allow us to dive much deeper into that client's specific business. In mid-April, AutoIMS veterans Keely Smith and Vicki Schibi attended Capital One's Annual Auction Meeting on their beautiful campus in Plano, Texas. From the evening entertainment at Top Golf, to the presentations by the new leadership team members during



L to R: Mike Greene, Bill Corbett (Norwalk Auto Auction), Ann Cammarata

the meeting and the auction recognition, all attendees rallied around the Capital One team, setting the stage for a great year ahead.

Keely and Vicki spent another day in Texas with Jody Monroe and Brian Jackson at Park Place Auction, one of our newest auction members.

They held their first Toyota Sale in February and are continuing to expand their opportunities. The team was enthusiastic to learn some of the finer points of AutoIMS to help them save time, like customizing screens to match their process and day-to-day responsibilities.

Another consignor invite resulted in Arsenio Murphy and Joe Miller traveling to sunny Myrtle Beach to join BB&T's annual auction partner meeting. The two teamed up to present recent AutoIMS updates to the 50+ attendees but were mostly there to listen and learn from the great BB&T team and their crowd of all-star auction partners.

Mike Greene joined Venkat and Joe for a great event hosted by Clark County Auto Auction in Louisville, Kentucky. Ken Goodwin earned some road warrior points for a weather-cursed, but productive training trip to Copart HQ in Dallas. Ann Cammarata joined Mike and Joe for a productive tour of Irvine, CA. Robert Williams got in on the action with Venkat and Joe with several visits in his home town of Phoenix.

It's been a great Spring on the road and if we haven't seen you yet, we hope to see you soon!