



SPRING 2023

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AutoIMS Turns Focus to 2023



From the Corner Office

AutoIMS is off to a hot start this year. As the company reaches its 25th anniversary of bringing the remarketing industry together, we continue to adapt our strategic focus to market demands. Each year we gather employee input and industry-related themes to dial in our focus for the year.

In 2023 we are adopting the word - “SET” - which stands for Success, Engagement, and Training. Our employees and clients both share the stage in this endeavor,



and you will see us make new investments in training, find new ways to engage with each other, and celebrate success as often as possible. We are well SET to advance our ongoing mission to be the employer of choice, provider of choice, and investment of choice in remarketing.

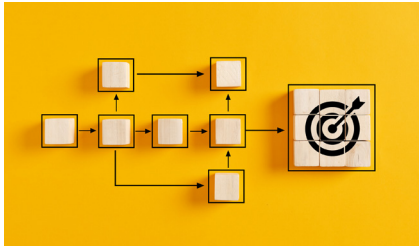
-Venkat

Real Solutions for Real Success

Trucking Along with Transportation

By Keely Smith

Are you taking advantage of the hyper-competitive transportation marketplace? Are you prepared for rebounding volumes? Clients and transport companies both continue asking for help in optimizing vehicle transportation processes. In response, our clients will now find a robust set of partners integrated with AutoIMS through our flexible Transport API offering.



Major brokers, regional carriers, and even TMS-only (software) players now have AutoIMS integration pathways to help streamline transportation data flow for auctions and consignors alike. Assignments, status updates, milestone dates, and more make reporting and management easy in the remarketing system of choice. AutoIMS is excited to help the market connect in new ways, and help all parties achieve success.

Get in Line for a...Queue?

By Dusti Daniel

It's official, AutoIMS introduces Workflow Queues. Queues allow companies to assign and manage specific tasks and activities by function and even user. How do Workflow Queues contribute to client success? There are endless possibilities given the variety of possible configurations. Unique statuses, custom field names and filters, and streamlined exception reports enhance each user's dashboard. Whether focused on transportation, reviewing damages, approving repairs, titles, floor pricing, sale reconciliation, or other specific

tasks, Queue users see immediate and measurable efficiency gains. Adopters of the Workflow Queue module tell us this drives success in at least two major ways: 1. Existing work gets done faster; and 2. Personnel can then focus on higher-value activities.

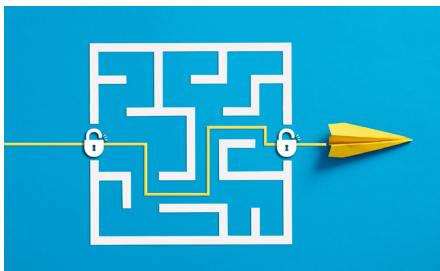
Spotlight on Users

(Hint: Keep reading if you care about compliance, productivity, and lower costs)

User Provisioning, Job Functions and SSO

By Mike Greene

User-based processes like employee onboarding, offboarding, and access/identity management are ripe with opportunity to save time and improve compliance postures. We listened to you, and now offer a webservice solution that adds automation to AutoIMS access requests, access reviews and access removals for your employees.



Clients often reach out to us to help them determine what users from their organization have access to AutoIMS. What privileges do these

users have, and do they match what is stored in their internal systems? The AutoIMS User Provisioning Web Service brings sanity to the process. The service is a SCIM 2.0 compliant interface to create, modify, and query users in AutoIMS. It provides utility functions for user operations by providing lists of auctions, clients, and job roles.

The AutoIMS Job Function module takes user administration up yet another notch. Gone are the days of clicking dozens of boxes to add user privileges. Now clients can create multiple roles ("job functions") within AutoIMS and tie a preset group of privileges to each role. Assigning appropriate roles to users

AutoIMS Welcomes Victoria AA

Nestled between San Antonio, Houston, and Corpus Christi, you'll find the charming town of Victoria, TX, and one of our newest auction members: The Griffin family, owners of Victoria Auto Auction.

Embodying the spirit of a small town and a proud, family-run business, the Griffins are excited to welcome AutoIMS consignors to their auction. Don't let the personal attention fool you, they also bring all the modern tools need to

that mirror actual job titles or departments gives administrators more confidence and time back in their day as they

provision access to AutoIMS. Add in Single Sign On (SSO) technology, which we also support, and enable your company's users to securely access multiple applications and services including AutoIMS with one set of credentials. Ready to get the information security team off your back? Reach out to us at solutions@autoims.com to learn more.



Engagement in Focus for Key AutoIMS Team

By Beverly Heslin

Ready, SET, Go! When we show up better for each other, we show up better for our clients, too. To that end, our Admin & HR department is already off and running with engagement and training activities for our employees.

During our 3 pillars exercise we asked for monthly celebrations. Other departments wanted that also, so we are now having monthly lunches. The department will also oversee team building activities across other departments this year, encouraging off-site opportunities for relationship building and fun.

So far this year, we've hosted:

- In-house CPR training where all employees that attended became certified
- An employee meeting with our 401K advisor to help navigate the financial markets.
- A mental health awareness and resilience speaker.

Anticipation is building for our annual company party scheduled for April with the theme of celebrating our 25-year anniversary!

provide a successful in-lane and online bidding experience for buyers and sellers every Thursday.

More info: www.victoriaautoauction.com



Our Newest Employee



Denzel Wright

Client Support Specialist

Denzel comes to AutoIMS from Microsoft. There he honed his skills helping customers who were angry, overwhelmed, sad, excited, and sometimes happy. He believes in using efficiency to help customers on the technical side. Denzel appreciates the kind and approachable nature of AutoIMS co-workers, who he says are, “willing to help and talk at all levels.”

In his free time, Denzel is a big boxing and MMA fan. Having graduated from Life University, many of his friends are practicing chiropractors. I sense a link between pain and healing inherent in these two endeavors.



CPR Training

On February 8th, Lieutenant Pildner of the Sandy Springs Fire Department, gave a presentation and demonstration of CPR in the AutoIMS Hub. His slide show illustrated how important this information could be to all of us. We practiced “hands-on” compression and learned that sudden cardiac arrest can happen to people at any age or fitness level and most often happens at home. If it does, contacting 911 and beginning chest compressions (adult-both hands, 2” deep, 120/minute) can save a life.

On the Road Again

By Dusti Daniel

We kicked March off with a series of one-on-one client meetings in the Phoenix area. These opportunities to network on a smaller scale allow us to dive much deeper into a client’s needs and focus on each client’s success.

Joe, Robert, and Dusti had their client success caps on and listening skills dialed in as these in-person meetings unfolded. We spent time identifying where AutoIMS could support upcoming projects like expanded data connections, transportation process improvements, and creative solutions using custom work queues and LiveReports to save clients time and money.

A few highlights from the trip:

- Nanci Smith, Remarketing Supplier Management and Administration Manager with Toyota/Lexus Financial Services, filled us in about how her team utilized AutoIMS Custom Work Queues to create critical controls for 9 workflows using AutoIMS Work Queues and a custom rules engine. The project is projected to save over 5,000 administrative hours annually and helped Nanci and the remarketing team win the 2023 Kaizen Competition in the US and take second place in Toyota’s global competition. Congratulations, Nanci and team! It was wonderful to celebrate this success with you.



- Dealers Auto Auction of the Southwest 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 around key areas like transportation workflow. We always love auction visits. Thanks to Dustin, Jeremy, and the whole team for spending the time.
- Bridgecrest veteran Kim Newton spent time with Dusti and Joe connecting dots across various functions of the business leading to multiple new ideas for efficiencies. Integration updates, user controls, possible new automations and other topics were covered; a productive visit that focused on enabling growth.
- Another hands-on working session unfolded with Mannheim Logistics in which we reviewed existing and future data integrations and workflow improvements that can help all parties succeed in the short and long term. Thanks to John Black and his colleagues for the well-spent time!
- Our final visit was a deep-dive workshop with one of our financial services clients where we brainstormed the future of their remarketing data integrations in light of a major system migration. Suffice it to say, both parties left with plenty to chew on.

It’s been a great start to Spring on the road and if we haven’t seen you yet, we hope to see you soon at the CAR Conference in Las Vegas or soon thereafter.

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AutoIMS Attends Auction Academy Event

By Ann Cammarata

In late February, Ken Goodwin and I had the great pleasure and privilege of representing AutoIMS by attending and presenting to the Auction Academy Group 7 held in Birmingham, Alabama. We started with a fabulous dinner held at the acclaimed Barber Vintage Motorsport Museum just outside of Birmingham. What a place!!

George Barber had a passion for fast cars, so what do you do with that? You race Porsches. Which is exactly what he did in the 1960s. By 1988, a thriving businessman at that time, George began collecting and restoring classic cars but quickly shifted his focus to motorcycles. The Barber museum is now the



best and largest motorcycle museum ever built. You can imagine the wonderful backdrop this was to the Auction Academy dinner on Friday evening as Ken and I arrived. It was quite impressive.

On Saturday, Ken and I presented a short demo of the AutoIMS website spotlighting some lesser-known features and recently released enhancements. Ken focused

on system features such as CR approvals, Digital Documents, and the power of LiveReports. I shined a bright light on the recently unveiled online learning platform called AutoIMS Learning Institute (ALI). Despite our best efforts of promoting ALI, it seems many in the audience were not familiar. We were fortunate to have a few attendees who had already experienced the interface within ALI and had glowing reviews. In particular, Blanca Arias from Big Valley Auto Auction was kind enough to provide an impromptu testimonial of her experience with ALI saying, "yes, you all have a great tool".

Receiving an invitation from Auction Academy and the opportunity to present to these auction leaders is truly an honor. Penny Wanna and her team put on a world class show, and it's a joy to call them partners and friends.

