



 SOLERA | XpertCX Solutions

XpertCX Solutions Suite

Full service TPA for self-insured fleet companies.

Always-on automotive support for TRUCK FLEETS



Managing a fleet means balancing speed, safety, cost control, and driver experience at every turn. XpertCX Solutions Suite helps fleet owners simplify claims, accelerate repairs, and support drivers with expert automotive BPO services designed to scale.

Backed by Solera's decades of vehicle lifecycle expertise, XpertCX combines advanced technology with licensed specialists and 24x7 availability.



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First Notice of Loss (FNOL)



GETTING IT RIGHT FROM THE VERY FIRST CALL

Accidents and incidents can happen anytime, often outside business hours. XpertCX FNOL provides always-on, empathetic incident intake to ensure every event is captured accurately and efficiently.

Our trained representatives support drivers through the reporting process while gathering the detailed information fleet managers and downstream teams need to move quickly.

What this means for decision-makers

- 24x7x365 coverage for drivers and dispatch teams
- Fast, consistent capture of incident details
- Reduced delays in claims handling and repair coordination
- Professional, empathetic driver experience

By handling FNOL externally, fleet teams can stay focused on operations while gaining confidence that every incident is handled with care and precision.

Customer Support

RELIABLE SUPPORT AROUND THE CLOCK

XpertCX Customer Support acts as an extension of your fleet organization. Our contact centers handle inbound and outbound interactions across voice and digital channels, delivering dependable service whenever and wherever it is needed.

From after-hours support to seasonal surges, we scale quickly without sacrificing quality.



How Customer Support helps fleet operations

- Always available support for drivers and fleet managers
- Multi-channel support including voice, digital, and email
- Trained agents who understand fleet workflows
- Flexible integration with existing systems

The result is a consistent, high-quality support experience that reduces internal workload and improves response times.



XpertEstimate

FASTER DAMAGE ASSESSMENTS WITHOUT SLOWING VEHICLES DOWN

XpertEstimate transforms how fleets handle vehicle damage assessments. Drivers or managers submit photos of damage and the VIN, and our AI-supported damage analysis creates an initial estimate that is reviewed and approved by licensed experts.

This virtual approach reduces inspection delays and keeps vehicles moving.

How XpertEstimate helps fleet operations

- Faster estimates without onsite inspections
- Reduced cycle times and repair delays
- Consistent, reliable damage assessments
- Lower inspection and administrative costs



XpertEstimate is ideal for fleets that need speed, accuracy, and predictability.



Desk Review



EXPERT OVERSIGHT OF REPAIR ESTIMATES

Desk Review provides professional analysis and negotiation of repair estimates submitted by repair facilities. Our licensed specialists ensure estimates align with guidelines while maintaining flexibility for fleet repair preferences.

We work with any shop and estimating system to simplify approvals.

How Desk Review helps fleet operations

- Cost-controlled repair estimates
- Faster approvals and fewer supplements
- Expert negotiation with repair facilities
- Improved visibility into repair spend

Desk Review delivers confidence that repairs are priced fairly and completed efficiently.

Managed Repair



REPAIRS COORDINATED WITHOUT THE ADMINISTRATIVE BURDEN

Managed Repair offers fleets access to a trusted network of contracted collision repair facilities. XpertCX manages the entire repair lifecycle, including estimate review, repair progress, payment, and quality assurance.

Fleet teams gain structure and consistency without managing a repair network themselves.

How Managed Repair helps fleet operations

- Shorter repair and rental cycles
- Reduced administrative workload
- Consistent repair quality across locations
- Direct payment and simplified billing

Managed Repair helps fleets get vehicles back on the road faster while maintaining control and visibility.

Auto Glass

SEAMLESS AUTO GLASS REPAIR AND REPLACEMENT AT SCALE

Auto glass damage is one of the most frequent issues fleets face. XpertCX Auto Glass delivers a centralized, end-to-end solution for glass repair, replacement, and recalibration through an integrated marketplace.

We handle the coordination so fleet teams do not have to.



How Auto Glass helps fleet operations

- Rapid scheduling and turnaround
- Nationwide access to vetted providers
- Centralized billing and reporting
- Consistent driver experience

The result is safer vehicles, faster repairs, and fewer operational disruptions.



Diminished Value

CLEAR OUTCOMES FOR POST REPAIR VALUE LOSS

Diminished Value services help fleets manage claims where a vehicle loses value after an accident, even when repairs are completed properly. Our team uses data-backed evaluations and experienced negotiation to reach fair settlements.

How Diminished Value helps fleet operations

- Transparent value assessments
- Professional negotiation support
- Reduced disputes and delays
- Faster claim closure



This service protects fleet assets while minimizing administrative burden.



Total Loss Valuations



CONFIDENT DECISIONS FOR COMPLEX FLEET VEHICLES

When a vehicle is deemed a total loss, accurate valuation is critical. XpertCX provides data-driven valuations for mainstream fleet vehicles as well as specialty and upfitted equipment.

Our experts ensure valuations are reliable and timely.

How Total Loss Valuations help fleet operations

- Fast, accurate settlement support
- Expertise in specialty fleet equipment
- Consistent valuations
- Reduced risk of overpayment or disputes

This approach brings clarity and confidence to total loss decisions.

Subrogation

IMPROVED ACCURACY WITH LESS INTERNAL EFFORT

XpertCX Subrogation manages the respondent side of subrogation with an analytics-driven and expert-led approach. We handle demand review and resolution efficiently while maintaining compliance.

How Subrogation helps fleet operations

- Improved outcomes
- Balanced handling of volume fluctuations
- Reduced internal resource demand
- Consistent, structured resolution process

XpertCX Subrogation helps fleets simplify and add structure to their process.



The XpertCX Advantage for FLEETS

Built to scale with your operation

XpertCX Solutions Suite gives fleet owners the flexibility to adopt individual services or build a fully integrated solution. Our teams, technology, and always-on availability support fleets through growth, peak periods, and unexpected events.

With XpertCX, fleets gain:

- Faster cycle times
- Lower operational strain
- Improved driver experience
- Predictable, scalable support



 **SOLERA** | XpertCX Solutions

Ready to

LEARN MORE?

Visit **Solera.com/XpertCX** to see
how XpertCX Solutions Suite can
support your fleet today.