



We'll help you get  
the most out of  
CCC ONE

## Elevate Your Performance

Delivering a consistent, quality customer experience is so important in today's highly competitive environment. You need to create and maintain standardized operating procedures to ensure success. And while you have the tools necessary in CCC ONE to help you drive standardization and improve customer satisfaction – are you getting the most out of your investment?

**CCC Elevate™ Services is an offering designed to help you get the most out of CCC ONE.** It's more than training – it's customized attention from experienced specialists to help get your business running better than ever. Here's how:

### Experienced Specialists

Tenured industry experts with diverse backgrounds in repair facility management, accounting, and project management will help identify opportunities in your business to implement best practices, standardize operating procedures, and use the tools you have to process work more efficiently.

### Focused Methodology

The Elevate team will help you to focus on specific problems and establish measurable goals for improvement that will be reviewed at the beginning and end of the process.

### Customized Solutions

Each Elevate session is customized to your business, based on a comprehensive process review to identify the largest opportunities for improvement. Sessions are done remotely and/or on-site based on your company's needs.

### Data-Based Decisions

Your data, not opinions, will be used as the foundation for identification of issues and measuring improvement. And showing you how to use the same data for continued improvement and success is a key component of this process.

## Opportunities with Elevate Professional Services

- Create standardized operating procedures
- Maximize return from your technology investment
- Define staff roles and responsibilities
- Effectively deploy mobile solutions
- Redefine your customer's experience
- Streamline parts procurement
- Optimize production processes
- Manage labor and payroll more effectively
- Define file close procedures
- Implement best practices for accounting

## Ready to Elevate Your Shop's Performance?

We have subscription packages to meet the needs of any size repair facility or organization.

Service Offering	CCC Elevate™ Ascend	CCC Elevate™ Apex
• Remote Process and Product Review	✓	✓
• On-site Process Review and Current State Readout	✓	✓
• Documentation of Desired State and Best Practices Implementation Plan	✓	✓
• Elevate Playbook of Standard Operating Procedures	✓	✓
• Remote Product and Process Training	✓	✓
• On-site Product and Process Training	✓	✓
• Product Configuration Overhaul	✓	✓
• Elevate Playbook Update	✓	✓
• Elevate Dashboard Delivery Through Monthly Manager Meeting	✓	✓
• "What's New" Training and User Assessment	✓	✓
• Theme of the Month Webinars	✓	✓
• Customized Elevate Remote Training and Follow-up Sessions	✓	✓
• Configuration Checkup	✓	✓
• Thought Leadership Owner Sessions		✓
• Off-Site Elevate Meetings and Networking		✓
• Network Management - Additional Reporting		✓
• Process Recheck and Playbook Updates		✓

Are you ready to take your shop to the next level? Let us help you realize your shop's full potential. Contact us to learn more about our programs and solutions.