

2026 EDITION

# North American Solutions Guide

## One Partner. Every Stage of the Vehicle **Lifecycle**.

From insurance claims and vehicle repairs to fleet operations and dealership performance, Solera's solutions combine AI, technology, data, automation, and services to help businesses operate more efficiently, make better decisions, and deliver better customer experiences.

### Claims

35 SOLUTIONS

Insurers and collision repair facilities

### Repair

45 SOLUTIONS

Repair facilities, technicians, parts suppliers, and automotive recyclers

### Dealer

29 SOLUTIONS

Franchise and independent dealerships and dealer groups

### Fleet

33 SOLUTIONS

Commercial fleets, carriers, and last-mile delivery operations

# Four pillars. One connected platform.

Solera organizes 142 solutions into 24 categories across four core pillars, each built for a distinct audience in the vehicle lifecycle. Every pillar section that follows opens with the outcomes it is designed for, then lists each solution by category with a plain description of what it does.

## THE VEHICLE LIFECYCLE



### Claims

35 SOLUTIONS | PAGE 03

Helping insurers and collision repair facilities simplify and accelerate the claims process.

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### Repair

45 SOLUTIONS | PAGE 05

Helping repair facilities improve productivity and profitability.

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### Dealer

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Helping dealers attract, sell, service, and retain customers.

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### Fleet

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Helping fleets improve safety, compliance, and efficiency.

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# Claims Solutions

Helping insurers and collision repair facilities simplify and accelerate the claims process.

## First Notice of Loss (FNOL)

### FNOL Contact Center

Provides 24/7 claims intake support and customer assistance.

### Auto Glass Claims Management

Connects insurers with a nationwide network of glass repair providers.

### Intelligent Triage™

Uses AI and customer-submitted photos to determine whether a vehicle is repairable or a total loss.

## Damage Assessment & Estimating

### Guided Image Capture

Guides customers through photo capture to improve damage assessment accuracy.

### Qapter Intelligent Estimating

Creates repair estimates automatically from vehicle damage photos.

### Qapter Mobile Inspection

Enables remote inspections and preliminary estimates from a mobile device.

### XpertEstimate

Provides virtual appraisal services performed by licensed adjusters.

### Typical Market Value

Leverages a large proprietary database to obtain a fast vehicle valuation report with OE detail to drive decision-making.

## Total Loss & Valuation

### AudaVIN

Retrieves vehicle build information and specifications from the VIN.

### Autosource

Provides trusted market valuations for total loss settlements.

### Specialty Vehicle Valuations

Delivers valuations for motorcycles, RVs, boats, equipment, and specialty vehicles.

## Repair Management

### AutoFocus

Helps collision repair facilities manage workflow, parts, scheduling, and operations.

### AutoWatch

Provides vehicle owners with real-time repair updates and status tracking.

### APU Parts Procurement

Connects repair facilities with parts suppliers and pricing information.

### Managed Repair

Coordinates repair execution, rentals, payments, and communications.

## XpertCX Solutions (Business Process Outsourcing)

### FNOL Contact Center

Provides 24/7 First Notice of Loss support for accident and catastrophe claims, delivering responsive customer service and claims intake.

### Auto Glass Claims Management

Improves glass repair and replacement efficiency by connecting carriers with a network of more than 6,000 glass service providers.

### XpertEstimate

Turnkey virtual appraisal service that provides estimate reviews by licensed adjusters for accurate and efficient damage assessments.

### Desk Review

Experts review repair estimates on behalf of carriers and work directly with repair facilities to validate repair plans and costs.

### Managed Repair

End-to-end managed repair service that includes estimate review, shop network management, rental coordination, and payment processing.

### Diminished Value

Expert-led service that evaluates and negotiates diminished value claims using carrier guidelines and calculation methodologies.

### Subrogation

Material damage specialists manage subrogation responses and pursue recovery opportunities involving third-party claims.

### Total Loss Valuations

Provides reliable, regionally adjusted fair market vehicle valuations using extensive vehicle data and market intelligence.

### eProperty (Water Mitigation)

Licensed adjusters conduct desk audits of water mitigation claims and deliver detailed reports and analytics.

### Marketing Services

Comprehensive marketing support including website design, email campaigns, search engine marketing (SEM), and customer communications.

### Customer Support

24/7 customer service team that manages inquiries, complaints, and customer interactions on behalf of clients.

## Analytics & Sustainability

### Analytics

Provides reporting and performance insights across claims operations.

### Sustainable Estimatics

Measures emissions generated during the claims and repair process.

## Adjacent Claims Products

### Enservio

Helps insurers manage personal property claims by creating contents inventories, validating item values, supporting settlements, and detecting potential fraud.

### IMS Hawaii (MediHawaii)

Streamlines medical claims processing through the electronic exchange of medical bills, records, payments, and claim information between providers and insurers.

### Glaxis

Connects claims platforms with auto glass providers to automate scheduling, dispatching, invoicing, and glass claim workflows.

### GTS

Provides shop management and point-of-sale software for auto and flat glass businesses, including quoting, scheduling, procurement, invoicing, and customer communications.

### RightGlass

Uses VIN-based technology to accurately identify the correct replacement glass for a vehicle, reducing errors and claim delays.

### VRS (Vehicle Replacement Service)

Supports total loss and waiver-of-depreciation claims by providing fair replacement vehicle valuations and settlement guidance.

### Frame Dimensions

Provides technicians and appraisers with instant access to vehicle frame and structural dimension specifications to support accurate collision repairs.

**See how Solera's claims solutions work together.**

Talk with a Solera representative or explore the full claims portfolio online.

[solera.com](https://solera.com)



# Repair Solutions

45 SOLUTIONS | 6 CATEGORIES

Helping repair facilities improve productivity and profitability.

## Diagnostics & Repair Information

### Direct-Hit® Pro by Identifix

Provides access to millions of technician-confirmed repairs and diagnostic solutions.

### Direct-Help by Identifix

Connects technicians with live automotive diagnostic experts.

### Direct-Hit® DIY by Identifix

Provides a monthly, low-cost option for do-it-yourself confirmed auto repair information on one specific vehicle.

### Direct-Hit® Mobile by Identifix

Provides technicians with instant mobile access to diagnostic information, verified fixes, and repair procedures.

### Workshop by Autodata

Provides OEM maintenance, repair, labor, and wiring information.

### API by Autodata

Delivers vehicle repair, maintenance, and technical data through integrations with third-party software and platforms.

### iATN

Connects technicians with a community of automotive repair professionals.

## Shop Management

### ShopCentral

Manages repair orders, scheduling, billing, customer communication, and shop performance in a cloud-based solution.

## Technician Training

### Autodata Training

Provides online technical training and continuing education.

### Direct-Hit® Pro Academy by Identifix

Provides access to millions of technician-confirmed repairs and diagnostic solutions as well as training and professional development resources.

## Parts Management & Distribution

### PartsNetwork® by APU Solutions

Connects buyers and suppliers for real-time parts sourcing.

### DataNetwork by APU Solutions

Provides reporting and analytics for parts programs.

### AlertNetwork by APU Solutions

Automates notifications and workflow management for parts sourcing.

### TurboParts® by DSTInc.

Streamlines online ordering and supply chain management.

### TurboPrise® by DSTInc.

Improves inventory visibility and coordination across locations.

### TurboSight® by DSTInc.

Provides business intelligence and reporting capabilities.

### TurboShop® by DSTInc.

Helps shops improve productivity and repair order efficiency.

## Automotive Recycling

### PowerLink® by Hollander

Complete yard management system for inventory control, sales, purchasing, accounting, and daily operations.

### InsightsConnect

Business intelligence and analytics platform that provides reporting, KPIs, and performance insights for PowerLink users.

### Production Management™ by Hollander

Manages dismantling workflows, parts harvesting, inventory creation, and production efficiency.

### Eden® by Hollander

Enterprise platform for automotive recyclers that streamlines inventory, sales, customer management, and business operations.

### eLink<sup>SM</sup> by Hollander

Electronic parts locating and trading network that connects recyclers to buy and sell inventory.

### HollanderParts

Online marketplace for searching and purchasing recycled OEM parts.

### StoreFront™ by Hollander

E-commerce solution that allows recyclers to market inventory and sell parts directly online.

### Parts Network<sup>SM</sup>

Connects buyers and suppliers for real-time recycled parts sourcing and inventory availability.

### CoreConnect by Hollander

Manages and facilitates the exchange of remanufacturable core parts between suppliers and recyclers.

### CreditConnect by Hollander

Automates payment processing and financial transaction management.

### Converge by Hollander

Integrates business systems and data sources to improve workflow efficiency and visibility.

### EdenPics<sup>SM</sup>

Captures, manages, and publishes inventory photos for parts listings.

### PartsView™

Provides visual inventory search capabilities with images and part-location information.

### Move-It<sup>SM</sup>

Transportation and logistics management solution for coordinating parts movement and delivery.

### Snap-It<sup>SM</sup>

Mobile image capture tool for photographing and uploading vehicle and parts inventory.

### Virtual Shipping Assistant<sup>SM</sup>

Automates shipping workflows, carrier selection, label creation, rate comparison, and tracking.

### Hollander Interchange™

Industry-standard parts interchange database that identifies equivalent replacement parts across vehicles.

### Hollander eBook

Provides an electronic interchange catalog that enables users to identify compatible replacement parts by searching part numbers and viewing interchangeable parts across multiple vehicle makes, models, and years.

### eLink 3rd Party

Connects third-party business systems with the Hollander eLink network's exclusive partnership with eBay, enabling automated parts searches, inventory access, and trading between recyclers.

### HollanderParts.com

Online marketplace that connects repairers, insurers, dealerships, and consumers with recycled OEM parts from trusted automotive recyclers.

### PowerStation

Provides a managed server solution for PowerLink customers, allowing Solera to handle system maintenance while delivering reliable performance, simplified IT management, and the security of a 3-year hardware warranty through a lease program.

## Service & Support

### Shuttle On Demand

Provides transportation support for vehicle owners during service.

### Roadside On Demand

Delivers roadside assistance services.

### Parts On Demand

Supports fast parts delivery and fulfillment.

### Identifix Call Center

Provides customer communication and call support services.

### Peri

Simplifies payment processing and transaction management.

### Direct-Market

Ready-made marketing campaigns designed by experts to bring customers back to your shop for tire services, brakes, oil changes, scheduled maintenance and more.

### Direct-Target

Helps repair shops grow local business with targeted online ads that reach customers at the right time.

# Dealer Solutions

29 SOLUTIONS | 4 CATEGORIES

Helping dealers attract, sell, service, and retain customers.

## Customer Acquisition & Engagement

### Marketing

Drives customer engagement, retention, and targeted marketing campaigns.

### Websites

Creates high-performing dealership websites that attract and convert shoppers.

### DealerSocket CRM

Helps dealerships manage leads, customer relationships, and sales opportunities.

### Call Services

Provides 24/7 lead management, appointment scheduling, and customer support.

### Revenue Radar

Identifies customer equity opportunities to generate additional sales opportunities.

## Dealer Operations

### DMS

Dealer management system designed for small and mid-sized dealerships to manage sales, service, inventory, accounting, and customer operations.

### IDMS

Enterprise dealership management system built for larger dealer groups and complex operations, supporting end-to-end dealership management.

### LoJack

Helps dealerships track, locate, and manage vehicle inventory across dealership lots.

### LoJack LE

Assists law enforcement in quickly locating and recovering stolen vehicles.

### LoJack Wireless

Provides wireless vehicle tracking and recovery technology to enhance theft protection.

### GoldStar

Offers vehicle protection, theft recovery, and payment protection solutions for dealers and consumers.

### PitCrew

Delivers dealership staffing, operational, and administrative support services to improve efficiency.

### Titling

Automates vehicle title and registration processes to reduce paperwork and processing time.

### Reporting

Delivers dashboards, KPI tracking, and business intelligence insights.

### Peri

Simplifies dealership payment processing and transactions.

### Sustainable Estimatics

Measures and reports the environmental impact and sustainability benefits of vehicle repairs and recycled parts usage.

## Inventory Management

### Inventory+

Helps dealerships source, manage, market, and optimize inventory performance.

### Inventory Pricing

Uses real-time market data to price vehicles competitively and maximize profitability.

### Vehicle Acquisition

Helps dealers identify and acquire vehicles that align with market demand.

### Appraisals

Provides data-driven trade-in and acquisition valuations.

### Vehicle Merchandising

Automates vehicle marketing, listings, and inventory syndication.

## Fixed Operations

### Service Suite

End-to-end platform for service scheduling, inspections, communication, reporting, and customer experience management.

### Service Check-In

Streamlines the customer check-in process.

### Service Scheduling

Enables online appointment scheduling and capacity management.

### Digital Inspections

Improves service recommendations and customer communication.

### Mobile Technician

Supports mobile service operations and technician productivity.

### Vehicle Pick-Up & Delivery

Coordinates transportation logistics for service customers.

### Shuttle Services

Improves customer mobility while vehicles are being serviced.

### Parts On Demand

Facilitates fast and efficient parts delivery.

## See how Solera's dealer solutions work together.

Talk with a Solera representative or explore the full dealer portfolio online.

[solera.com](https://solera.com)



# Fleet Solutions

33 SOLUTIONS | 7 CATEGORIES

Helping fleets improve safety, compliance, and efficiency.

## Safety & Risk Mitigation

### Video Based Safety

Capture risky driving events with video, AI, and expert review to support driver coaching, exoneration, and safer fleet performance.

### Driver Performance Monitoring

Monitor driver records, behavior, and risk indicators to help fleets reduce collisions and improve safety decisions.

### Driver Coaching

Use safety data and event insights to coach drivers, reinforce good habits, and reduce risky driving behavior.

## Fleet, Trailer & Asset Management

### Fleet Tracking

Provide real-time vehicle visibility, location tracking, and operational insights to improve fleet utilization and control.

### Real-time Navigation

Deliver commercial-vehicle navigation and route guidance to help drivers stay on efficient, compliant routes.

### Trailer Tracking

Track trailer location, availability, and utilization in real time to reduce idle assets and improve productivity.

### Asset Tracking and Management

Help fleets monitor powered and non-powered assets like vehicles, trailers, and equipment to improve utilization, maintenance visibility, and asset control.

### Cargo & Image Sensing

Use cargo and image sensors to improve trailer visibility, load status awareness, and asset security.

### Temperature Sensor

Monitor temperature-sensitive cargo conditions to help protect freight quality and support compliance.

### Door Sensor

Detect door activity and access events to improve cargo security and trailer visibility.

## Compliance

### HOS (Hours of Service)

Help fleets manage driver hours, reduce violations, and maintain compliance with hours-of-service regulations.

### ELD (Electronic Logging Device)

Automate electronic driver logs and compliance reporting to simplify regulatory recordkeeping.

### Tax Manager (IFTA)

Simplify IFTA fuel tax reporting by capturing mileage and fuel data for accurate filing.

### Weigh Station Bypass

Help eligible vehicles bypass weigh stations to reduce stops, save time, and improve route efficiency.

### DVIR (Driver Vehicle Inspection Reporting)

Digitize driver vehicle inspections and defect reporting to improve maintenance compliance and documentation.

### HAZMAT Informer

Support hazardous materials compliance with guidance and information for safer regulated freight operations.

### CDLIS (Commercial Driver License Information System)

Check commercial driver license information to support driver qualification and compliance monitoring.

### Driver File Management

Centralize driver qualification files and compliance documents to simplify audits and record management.

## ■ Last Mile Solutions

### Route Planning

Optimize routes to reduce miles, fuel use, overtime, and delivery costs while improving service reliability.

### Dispatch

Streamline dispatching and driver communication to improve execution, visibility, and route performance.

### Strategic Planning

Support fleet, network, and territory planning with data-driven tools that improve route design and fleet utilization.

### Active Alert

Provide proactive delivery alerts and status updates to improve customer communication and service visibility.

### Cargo Optimization

Improve load planning and cube utilization to maximize capacity and reduce transportation waste.

### Direct Store Delivery

Support direct-store delivery planning, routing, and execution to improve delivery productivity and accuracy.

## ■ Driver Experience

### Driver Workflow

Digitize driver tasks, forms, messaging, and trip processes to reduce paperwork and improve productivity.

### Driver Coaching & Performance

Combine coaching insights and performance data to help drivers improve safety, efficiency, and retention.

## ■ Performance & Analytics

### Insights

Turn fleet data into actionable reporting and visibility for performance, safety, and operational improvement.

### Predictive Analytics

Use AI and fleet data to anticipate risks, maintenance needs, and operational opportunities before they impact performance.

### Driver Score Card

Score driver performance using safety and operational data to identify coaching opportunities and recognize strong driving.

### Performance Management

Provide performance metrics and workflows to help fleets improve productivity, safety, and accountability.

### Fleet Intelligence Center

Centralize fleet intelligence, analytics, and operational visibility to support faster, data-driven decisions.

## ■ Load & Transportation Management

### Load Board

Connect carriers with freight opportunities to improve equipment utilization and reduce empty miles.

### Transportation Management System (TMS)

Manage transportation operations, dispatch, freight, and workflows to improve efficiency and profitability.

## See how Solera's fleet solutions work together.

Talk with a Solera representative or explore the full fleet portfolio online.

[solera.com](https://solera.com)



Automotive **thrives** here.™

# One partner. Every stage of the vehicle lifecycle.

Solera connects claims, repair, dealer, and fleet operations through AI, data, automation, and services, so every business in the vehicle lifecycle can operate more efficiently, make better decisions, and deliver better customer experiences.

[Learn more at solera.com](https://solera.com)

CLAIMS | REPAIR | DEALER | FLEET