

# the autoims newsletter

FALL 2019

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## Connect & Thrive – Elevating the Conversation

Just down the hall from “Chad’s Diner” at this year’s National Auto Auction Association (NAAA) annual meeting in Indianapolis, the AutoIMS leadership team hosted a lively roundtable discussion with a full room of nearly 30 consignor attendees. The gist of the conversation? Getting focused on the problems *that are worth solving*.

“So often our clients approach us with a solution already in mind. When we explore the problems they are trying to solve, and how those problems ultimately tie to larger corporate objectives like profitability, the solution takes a better shape, and the value the client receives is multiplied,” said AutoIMS CEO, Venkat Krishnamoorthy.



Team AutoIMS supports NAAA, President Chad Bailey and his bobble head.

That approach also helps steer AutoIMS to develop solutions that have broader appeal, lowering the cost of new tools for all clients. This is very apparent as it relates to the evolving network of industry vendors—beyond auctions and consignors—to which AutoIMS connects. Over forty 3rd party companies are already connected to AutoIMS, allowing clients

to tap in to data sources and relieve the administrative burdens of transportation, insurance, repossession, titling, and many other process areas.

“We’re changing our mindset and lowering the barriers for new parties to get connected,” said AutoIMS Chief Technology Officer, Robert Williams. “We see the value it brings when clients can leverage AutoIMS connections to eliminate manual processes without developing direct connections.”

Shining examples can be found in the area of auto transport. AutoIMS already connects to nameplate transporters like Ready Logistics, CarsArrive, RPM, United Road, and more. These custom data integrations help consignors, auctions, and the transporters work together in a more automated fashion, avoiding manual data entry, and speeding the entire process of moving a car.

“But transportation is also an area primed for innovation and improvement,” added VP of Client Experience, Joe Miller. “In early 2020 we hope to release a new data specification to guide transporters and repo agents through a straightforward, standardized, affordable two-way connection with AutoIMS.”

That approach to data standardization is one of the strategies that puts AutoIMS in the center of so many mission-critical business processes for the remarketing industry today.

“Evolving our 3rd party connectivity is now a priority based on what we’ve heard as we’ve become better listeners and enhanced our client conversations,” added Venkat. “When the client’s values are mutually understood, we are able to help achieve meaningful cost savings, better returns, enhanced compliance and more.”

## New Video Training

By Vicki Schibi

In keeping with our commitment to be the Provider of Choice, AutoIMS is pleased to announce the launch of the new “Did You Know...” video training series.

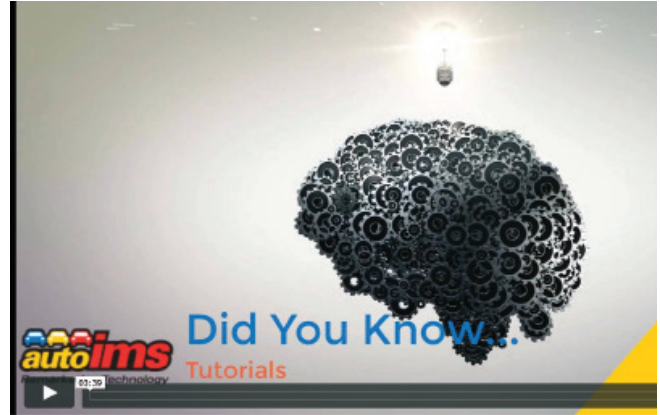
Users have asked for them and we have delivered. These tutorials will explain and demonstrate basic AutoIMS functionality. On October 21st, AutoIMS released the first “Did You Know...” video in that day’s Clutch News article. This first video details how to change/edit a data field in AutoIMS. The article also provides links to both view and download the video.

Client Support Specialist, Arsenio Murphy created the video and has plans for upcoming releases that will cover additional training topics. As Arsenio explains, “Videos are the way forward in today’s world with over 1.8 billion people watching videos on YouTube, Instagram, and Facebook. Offering video tutorials is another way we can enhance our service to our clients in a form that is easily consumable.”

To view or download the video, follow the links below:

Watch: <https://vimeo.com/337578266/fc3187d164>

Download: <https://vimeo.com/autoims/download/337578266/d35de96583>



## Do You Have Real-Time Connections?

By Robert Williams

We get that question more and more often as time-sensitive processes and enhanced compliance requirements are leading to deeper data connections with our clients.

The client asking this question is often asking, “Do you offer an API (Application Programming Interface)?” The short answer is: Yes, we offer real time connections and APIs. Whether you will benefit from a real-time connection requires more discussion about your goals.

- Are you pulling data that is only updated by auctions in AutoIMS a few times per day (or at most, once per hour)?
- Where will you use the data? In a data warehouse, in a database, directly on a page for internal users?
- Is this a new integration with AutoIMS or an upgrade to an existing, flat file integration?
- Is real-time data required, or is an API simply preferred to SFTP for pulling flat files?

### When using an API is the Perfect Choice

If you’re displaying specific vehicle information on one of your systems to an employee and you want to indicate the

auction the vehicle is assigned to, the date it arrived at auction, and the current vehicle status, then using an API to get the latest information is great. The user gets just the information she needs when she needs it. You don’t have to store and update data for all your vehicles when users might look at only a few.

If you are instead trying to populate a data warehouse for overnight, backend financial processes or historical reporting and analytics, then receiving batch files a few a few times a day could easily meet the need. If you prefer an API, you might still only need to hit it a few times per day to get all the data you need.

A hybrid approach is often the most attractive option, accessing an API for workflow tools that need fresh data in the moment, while scheduling a larger, flat file to run overnight to feed the data warehouse.

There are many factors to consider when deciding how to integrate with AutoIMS, whether starting from scratch or trying to update an existing integration. We offer many flexible options and are ready to partner with you to find the right path. As always, if existing options aren’t your size, we’ll tailor a solution to fit your specific needs.

# Mal-Where?

By Vanessa Macia



There is a saying in the tech industry that there are two types of people: Those who have lost data and those who will lose data. To minimize these odds, AutoIMS partners with Infosec to administer required, monthly training for all employees. The training sessions are engaging, interactive and highlight different topics of internet security and ways to prevent loss of data.

This month's training covers how to protect yourself from malware and viruses. Some great tips and reminders from this training include:

- Do not open email attachments unless you are expecting the attachment from that person.
- If you receive a file and you were not expecting it, you should call the sender to verify it is intentional.
- Don't use any contact information or click any links in a suspicious email as it could be from the hacker.

Most people associate viruses and malware with computers or servers, but phones and tablets are at risk as well. Hackers who exploit viruses and malware have one job: To compromise your computer or device. They aim to get as much information as possible about you and use that information against you.

When it comes to protecting your data, your business, and your privacy, G.I. Joe said it best, "Knowing is only half the battle." One of the most important actions you can take is to back up your vital data and store it somewhere else. Conducting tests to ensure backups are usable is also a key step. If a ransomware attack hijacks files and asks for money, a successful backup plan puts you back in the driver's seat.

Company-wide training and robust backups are just a couple of the strategic priorities AutoIMS has undertaken to protect our clients and our company. We hope these steps sound familiar to you, and if not, please remind fellow leaders in your business that a little bit of planning can prevent major headaches and lead to a better night's sleep.

## 3 New AutoIMS Employees

AutoIMS is growing in service to you. Lewis Smith joined the Systems Team to keep company computers in good shape and AutoIMS secure. David Ashton is the newest member of the Development Team and is proving to be a quick contributor. Delrion (Del) Kent joined us several months ago and is quickly learning the 'art of the ticket' on our Client Support team.

Prior to starting at AutoIMS, Lewis spent 4 years at Alana Recovery Centers in Kennesaw. "As one of the first employees, I helped choose, implement, and maintain devices and software solutions to address the company's IT and networking needs," he added. Lewis lives with his fiancé, Autumn (who he met at a rock-climbing gym), a dog, and three cats. He also has a 6-year-old, Jenny, who loves kittens and unicorns. "Doesn't everybody?" asks Lewis.



**Lewis Smith**  
Favorite TV Show:  
"Walking Dead"

**David Ashton**  
Favorite Hero: Captain  
Hindsight (South Park)

**Delrion Kent**  
Secret Talent: Barbering

David Ashton, from Thomasville GA, is a graduate from Georgia Tech. David worked previously at DDM Systems, a small 3D-printing startup founded by a GT professor. He added, "We built custom printers that worked with a UV image projector to cure liquid ceramics. After curing the ceramic parts, we would fire them and cast them with liquid metal. It was definitely an interesting process." David recently moved from a condo into a house with his fiancé, Ellis, and his two large dogs, Kevin and Sadie.

A native of Birmingham, Alabama, Del Kent joined our team as an experienced user of AutoIMS from Hyundai Motor Finance, where he was a Lease End Maturity Analyst. Del studied at one of the top 10 business schools in the US, the University of Alabama. There he gained real-world experience in writing strategies and presentations for major companies. Del is a DIY guy slightly obsessed between YouTube and HDTV. He lives with a Shih-Poo (Shih Tsu/Poodle mix) named Kodak.

Staying true to our promise of being an employer of choice, we welcome our new people with their inspired perspectives to keep our teams strong and better serve our clients.



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## Wellness, Community, and Fun

By Beverly Heslin

How does AutoIMS keep their employees engaged? The Client Experience Team gave an update to the employees during a fun, Taco Tuesday Event in July. The official summer wrapped up with more step challenges, a fun way to compete and shed some calories.

Of course, this is Georgia, and record-breaking heat in September drove us to the cool space at Stars and Strikes. Bowling, food, classic arcade games, and an epic laser tag showdown were all on tap. Best of all was catching up with everyone's families – a real cuteness overload, and some definite future recruits. One of the kids really shined when she mastered a game and won huge bouncing balls for every child in our group.

Themes of wellness, community, and fun are continuing in to the fall and winter seasons. Gift card incentives continue to be appreciated by employees who complete benefits elections, mandatory company trainings, and get their flu shots.

Halloween came with a fun costume contest. Zombies, pixies, witches, Beetlejuice, Santa Claus and even the #1 Ceiling Fan made an appearance, and outside judges awarded the prizes.



Our Annual Potluck Thanksgiving Feast brings in a true cornucopia of flavors, and we enjoy the moments of fellowship with one another. We will take time as a company to review the year and discuss progress on our foundational, “Three Pillars” approach to our business: Striving to be the Employer of Choice, Provider of Choice and Investment of Choice.

