

Mitchell to Unveil Industry's First Shop Workspace at NACE

RepairCenter™ increases overall shop efficiency by providing total interoperability in a single Shop Workspace environment

San Diego, CA – October 19, 2009 – Mitchell International, Inc., a leading provider of information, workflow and performance management solutions to the Collision Repair and Property & Casualty claims industries today announced that it will unveil the industry's first Shop Workspace at this year's NACE. The new Mitchell RepairCenter™ brings shops of any size the flexibility to manage the ***repair, the customer, and the business***—all from a single cohesive Workspace— by enabling them to select from a comprehensive set of functionality and modules. Collision repairers are invited to design their own personalized Workspace firsthand at Mitchell's Booth #N3087 during the show at the Mandalay Bay Convention Center in Las Vegas from November 5th-7th.

This groundbreaking Workspace reinforces Mitchell's relentless commitment to helping shops be more competitive and profitable by leveraging its 22 years of providing leading business management systems to more shops than any other company and its 63-year history improving efficiency, profitability, and growth within collision repair shops. Mitchell used this firsthand knowledge to drill down and understand how all employees—from technicians and estimators to owners and managers—access the key tools they need across all areas of the shop to achieve ultimate productivity.

In doing so, Mitchell found that what shops needed most was the ability to manage the repair, the customer, and the business all from within a single Workspace. RepairCenter delivers end-to-end performance to serve the needs of everyone involved in the repair process, including the technician (who fixes the vehicle), the customer (who expects quality service), and the shop owner (who manages the day-to-day business).

“As the leader in providing business management solutions to the industry, it was clear that we needed to extend beyond what is found in today's shop systems,” said Jason Bertellotti, Vice President of Repair Solutions, Mitchell International. “With monumental changes occurring in the industry—from complex vehicle repairs to increased competition and tightening margins—we've combined repair, customer, and business management into a single Workspace that is robust yet scalable to meet the needs of any size collision repair shop.”

Bertellotti added, “While there are definitely similarities in how collision repair shops run their business, each is unique in how they adapt to industry changes in order to grow their business. RepairCenter takes our ultimate goal of taking shops to the next level by providing them with a solution that's the right fit for their business needs today, while also giving them the opportunity to easily choose to add capabilities as their business needs evolve over time.”

For more information on RepairCenter visit www.mitchell.com November 5th for its official launch.

About Mitchell International, Inc.

Mitchell International (www.mitchell.com) is a leading provider of information and workflow solutions to the Automotive Collision Repair and Property & Casualty Insurance Claims industries. The company's comprehensive solution portfolio streamlines the entire auto physical damage, bodily injury and workers compensation claims processes. Mitchell enables millions of electronic transactions between more than 30,000 business partners each month to enhance partner productivity, profitability, and customer satisfaction.

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