bodyshoprevolution.ai

Bodyshop Revolution.ai – System overview

The operating system for collision networks

from

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COLLISION INTELLIGENCE

History

In 2008, headed by MD Jon Parker, Byteback Systems Ltd, a collision industry focused software company in the UK, wanted to improve its own business performance. They looked at many documented methodologies, including Six Sigma, Lean Thinking, Theory of Constraints (TOC) and Systems Thinking, which they felt may be able to make the business 'leaner'.

What transpired, was not only an improvement in their own business, but a reflection of the challenges facing the entire collision industry – that of inconsistent outcomes, long cycle times, poor touch-time, and poor efficiencies built into a system that hadn't really changed in years. Surely, some of these methodologies could help stakeholders in the accident repair sector.

Development

They assembled an internal core team of their smartest people and asked them to look at which methodologies best suited collision. First, a key understanding of each theory was required, then, to look at which one or two could add the greatest value. They recognised Lean, including developments from the Toyota Production System (TPS), dealt best with high volume and low variance, and that TOC was significantly better in the low volume, high variance environments. This meant TOC, was better suited to collision. Extended research also demonstrated that Systems Thinking coupled with TOC added significant value, when applying it cross-industry from Insurers and through the supply chain.

The hard work began. After considerable efforts to apply the 5 focusing steps of TOC to existing collision repair processes, they realised that the complete traditional 'system' was broken, so needed a reset. They started from a blank sheet of paper – literally. They assumed nothing, nothing at all as to how a bodyshop and its ecosystem should work.

They ran from 3 simple premises:

- We need to repair vehicles as fast as possible
- We need to repair them at the lowest cost internally
- We need the outcome to be better than anything else in the industry

The simple mantra developed – *"Faster, Cheaper, Better"*

To cut a long story (one and a half years) short, the outcome was an end-to-end, documented SOP as to how to repair vehicles to our new mantra. They called it *Bodyshop Revolution*.

Prototyping

In Jon's words - how should we test to see if it worked. "We tried to sell the idea to friendly bodyshops – nobody bit. To implement a 'new system' meant throwing the old one away, completely, and you'd have had to have been crazy to do it on trust!

The only solution was to build our own prototype bodyshop, which, after the build ended up as 'Bodyshop Express' in the town of Telford, UK. A 6,300 sq/ft (585m) modern unit housed our new development centre. To manage constraints perfectly and to ensure our Drum-Buffer-Rope (DBR) mechanism worked, we installed gas catalytic drying equipment in the single booth and over work-bays.

We built an elevated boardroom to provide theory training within and painted the workshop floor pure white. We had to demonstrate that this industry could come out of the dark ages.

The outcome – we achieved a **sub-3-day key-to-key** (K2K) time with 95% guaranteed delivery times. We achieved ludicrously low work in process (WIP), and we were able to achieve an overall technician efficiency of over **200%**. Touch time moved from a UK average of 1.9 hours per day to **6.2**! No chaos, little stress and very happy customers. It worked".

On sale

Bodyshop Revolution as an 'Operating System' for bodyshops was available from 2010. We implemented it as far afield as Australia, the Middle East, UK and the USA. Of course, results varied slightly, and adaptation to different markets provided some challenges, but the core O/S worked perfectly and proved that traditional processes were outdated, and obsolete – yet the industry still carried on.

Bodyshop Revolution always worked at its best in new-build sites, purely because change management was unnecessary. Migrating old habits into new ones, always proved a challenge, and was very much driven by the owner of the business.

Continuous development

Over the years, the process was refined, Standard Operating Procedures (SOPs) optimised, and TOC migrated into supply chain thinking, into Central Services and insurer claims relationships, financial modelling etc. Software was developed to help manage DBR, and better outcomes to hone throughput and 'murphy' challenges.

It became a true *Operating System*, with a full SOP supported by training aids, software and implementation teams. "We weren't consulting but providing repairers and Multi-

Shop Operators (MSO)s with ammunition to beat their competition and bring in valuable new customers, especially when the 'market' became the constraint".

In 2021, Jon Parker, was headhunted to join Halo Accident Repair Centres as Managing Director, as it had just been sold to a Private Equity investment company. The previous owner had implemented most of the *Bodyshop Revolution* processes when building the business to10 bodyshops at point of sale. During the next four years, Jon and his team organically built the business to 38 bodyshops with a $90m turnover, attracting three of the top four UK insurers to assist with their fast growth strategy – in other words, insurers beat the door down to benefit from the process. The model continued to be tweaked to meet market and operational needs. Today, Halo outperforms every known competitor in collision repair, in speed, cost and customer service, supporting the old mantra – *faster, cheaper, better*.

Artificial Intelligence – The Beginning of a New Era

November 30, 2022 marked a pivotal moment in the technological landscape. The public release of ChatGPT brought advanced artificial intelligence into mainstream accessibility. While earlier generations of Large Language Models (LLMs) lacked the scale, contextual reasoning, and multimodal capabilities we see today, the launch represented a fundamental shift: natural-language AI systems capable of assisting with knowledge retrieval, reasoning, and content generation were suddenly available to those that needed to explore.

As major technology providers such as Microsoft, Google, and Anthropic accelerated development of increasingly powerful foundation models, the ecosystem rapidly expanded. Advances in transformer architectures, self-supervised learning, and large-scale neural network training enabled AI systems to augment human productivity in ways previously confined to research labs. These models became capable of synthesising information across vast datasets, enabling knowledge work to be amplified and operational workloads to be scaled.

"Against this backdrop, we began a series of proof-of-concept (POC) initiatives to explore the practical applications of AI within the collision repair sector. Working alongside AI researchers and developers at the University of Bristol, we experimented with several emerging technologies:

- Computer vision models for automated image recognition and damage assessment within repair plans
- Natural language AI assistants and conversational bots to support operational workflows

- Voice-to-parts systems, using speech recognition and language models to streamline parts identification and ordering
- AI-driven analytics and predictive modelling applied to KPI datasets, enabling the detection of operational patterns and performance trends that had previously been difficult to quantify

Through these experiments, we found artificial intelligence proved particularly valuable in data synthesis and pattern recognition, revealing operational insights hidden within complex workflow and performance data".

During this period, Jon continually revisited the original *Bodyshop Revolution* SOP and applied AI-assisted analysis to optimise the operational model. The objective was to strengthen process stability, throughput predictability, and system-wide efficiency. By integrating principles from Theory of Constraints and Systems Thinking, AI tools were used to stress-test assumptions, simulate workflow behaviour, and identify areas where process improvements could be achieved.

One of the most important findings from this work was that the core operational framework developed between 2008 and 2010 had largely stood the test of time. The underlying process architecture remained robust despite more than a decade of industry evolution. However, what became increasingly clear was that the interfaces between organisations - particularly the operational relationships and workflow handovers between repairers and insurers - represented significant opportunities for optimisation.

AI-assisted analysis highlighted that improvements in information flow, process integration, and decision latency across organisational boundaries could significantly enhance overall system performance.

The SOPs were rewritten to adopt much of the enhancement, but to also to provide 'drop-in' AI opportunities into the process, as technology developed as an increasingly fast rate. This was vital to ensure latest technologies could be bolted in seamlessly where value was identified.

This has become the revised model, branded ***BodyshopRevolution.ai***

BodyshopRevolution.ai

Jon left Halo in November 2025 to pursue intrinsic development within the *Bodyshop Revolution* Operating System. It is clear, based upon the incredible performance that can be achieved prior to AI enhancement, over traditional bodyshop processes, that another leap over any competitor is now even greater.

BodyshopRevolution.ai is more integrated, and TOC modelling in every area has been optimised to provide wider value to the model.

To put this into context, it's clear that the collision market is changing rapidly, in a few key areas:

- Vehicle technology (Hybrid/BEV, ADAS, Autonomous driving) are increasingly becoming challenging in vehicle repair.
- Far Eastern brands are going to saturate many markets, which bring about many challenges to both OEMs, repairers and insurers.
- In developed markets, MSO saturation backed by Private Equity will land-lock geographical areas and become the 'price maker' – putting insurers in a very vulnerable position, increasing NCR challenges.
- In such a competitive market, the requirement to become super-efficient has never been greater, nor has customer expectation.

We are currently seeing major insurers reconsider their networks – how 'fit for purpose' are their repairers, and how much risk is associated with outsourcing to fewer, but larger PE backed businesses. Until now, there's not been a viable solution, without knowledge, risk, and huge investment.

What is BodyshopRevolution.ai?

In simple terms it's a start to finish turn-key operational blueprint for collision repair. It is there to benefit repair shops, insurers and their supply chain equally.

Every part of the repair process has been considered by applying both TOC and Systems Thinking methodologies, not just inside the bodyshop, but understanding what insurer clients, customers and the supply chain also require.

Without boasting, *PCI* lead the world in this advanced operational excellence, simply because no one else has strived to apply math, science and engineering, using TOC core principles to the challenge of vehicle repair. All too often bodyshop owners and managers 'think' they know best or have a 'belief system' that has no mathematical foundation or validation; therefore, they continually fail to deliver.

In very simple terms, *BodyshopRevolution.ai* is a set of Standard Operating Procedures that not only work in isolation (silo-based optima) but also in a seamlessly holistic approach, to deliver industry-leading throughput by achieving consistent continuous workflow and predictable outcomes. Variation is significantly diminished; constraints are designed-in so the 'drum beat' of the business can never be compromised.

Remember that these core principles come from a ground-up approach (system change) and apply to Hub, Spoke, CSC, Insurer, policyholder and supply chain – all designed as a single holistic ecosystem which we call 'collision repair'. The benefits are not only for the incumbent bodyshop, but insurer and supply chain alike.

Parker Collision Intelligence provide the solution as a full package – SOPs, software operating system, build-out services, coaching at every level, continuous monitoring, KPI feedback loops and on-going development with our associate partners.

Depending upon situation, there is usually a period of evaluation, proof of concept (POC), then migrated roll-out operations.

BRaiD **Operating Software**

Our ***BRaiD*** Operating Software - short for *BodyshopRevolution.ai Digitisation* - is the digital backbone of the *BodyshopRevolution.ai* operating model. It orchestrates the entire operational framework, transforming what was once a collection of independent processes into a unified, intelligent workflow system.

At its core, *BRaiD* controls the complete *BodyshopRevolution.ai* production methodology, ensuring that every operational stage - from initial triage through repair planning, parts procurement, workflow scheduling, production management, and

insurer interaction - is synchronised within a single open-API digital environment. The platform enables the *BodyshopRevolution.ai* system to operate as an integrated network rather than a series of disconnected activities.

The name *BRaiD* is deliberate. A braid is a woven structure made from multiple strands that gain strength and resilience through their interconnection. A braid, like a rope, can only be pulled, not pushed - a subtle but meaningful analogy for the Theory of Constraints and Drum-Buffer-Rope (DBR) methodology that underpins the *Bodyshop Revolution* operating philosophy of 'pull'. Work flows through the system in response to capacity signals and constraint management rather than being artificially pushed into the process. For those familiar with TOC thinking, the symbolism is both intentional and, hopefully elegant.

BRaiD therefore acts as the digital "rope" within the DBR framework - coordinating workflow signals, aligning operational capacity, and ensuring that work enters and moves through the system at a rate that maintains stability, throughput, and predictability.

Technically, *BRaiD* functions as a process orchestration and data intelligence platform. It connects the entire operational ecosystem:

- Hub repair centres
- CSC
- Node bodyshops
- Insurers and claims partners
- Parts/paint suppliers and supporting supply chain

Through this integrated architecture, *BRaiD* enables real-time information exchange, workflow visibility, and coordinated decision-making across organisations that have traditionally operated in fragmented systems.

By consolidating operational data into a unified platform, the software allows the *BodyshopRevolution.ai* network to apply advanced analytics, performance monitoring, and AI-assisted insights to continuously optimise system performance. Key operational metrics - such as cycle time, constraint utilisation, repair planning accuracy, and supply chain responsiveness - can be analysed and refined in ways that were previously impractical. Seamless API bolt On's for external software such as Power BI, SAP, CAPS, Audatex are included.

The platform has been specifically designed to support the precise operational requirements of the *BodyshopRevolution.ai* model, embedding its principles directly into the digital workflow architecture. This ensures that the methodology is not only

documented in process design but actively reinforced through the software that governs day-to-day operations.

BRaiD is licensed to, and operated primarily by Hub, Node and CSC bodyshop models, providing them with the operational tools necessary to participate fully within the *BodyshopRevolution.ai* network. Commercial structures and licensing can evolve in response to market conditions and network scale, ensuring the platform remains commercially viable while supporting long-term industry adoption.

In essence, *BRaiD* is more than software. It is the digital nervous system of the *BodyshopRevolution.ai* ecosystem - weaving together people, processes, technology, and data into a coherent operational fabric capable of delivering consistent, predictable, and scalable performance across the modern collision repair network.

So, what **value** does the *BodyshopRevolution.ai* operating system now bring to this evolving ecosystem?

Benefits

BodyshopRevolution.ai now provides a comprehensive operational solution for both MSOs and insurers managing their own repair networks. At its core, the model recognises that the traditional relationship between insurers and repairers has often been shaped by friction, inefficiencies, and misaligned incentives - factors that introduce unnecessary complexity into what should be a coordinated service ecosystem.

In a market increasingly defined by speed, transparency, cost control, and customer experience, both insurers and repair partners must evolve beyond fragmented workflows and legacy operating models. The *BodyshopRevolution.ai* framework addresses this challenge by removing systemic waste, reducing operational conflict, and aligning the objectives of all participants within a unified production methodology.

The result is a holistic, end-to-end operational system that synchronises repair planning, production flow, supply chain coordination, and insurer interaction within a single, structured framework. Through the integration of a comprehensive SOPs supported by the *BRaiD* digital platform, workflow hand-offs between organisations become predictable, transparent, and significantly more efficient.

This integrated approach enables insurers, repairers, and supply chain partners to operate not as disconnected stakeholders, but as collaborative components within a single performance-driven ecosystem - one capable of meeting the operational

demands of the modern collision repair industry while remaining resilient against future market disruption.

Its benefits are as follows:

Bodyshop - Headline Benefits:

- Increase throughput by between 25% and 60% from the same workforce (greater throughput means):
    - Continuous workflow model typically giving a world-class 3-day key-to-key time
    - Touch-time of more than 6 hours per day
    - Significantly reduced production errors (Murphys)
    - Predictable outcomes scheduling, workflow and delivery promises, significantly increasing customer experience
    - 30% less courtesy vehicle use
    - A happier, wealthier team, aligned on the same goals
    - Throughput accounting demonstrates significant cost savings per vehicle and a step-change is EBITDA margin

- Reduce WIP by significant amounts to give the following benefits:
    - Less cash tied up in large footprint buildings (*BodyshopRevolution.ai* Node shops are between 2,500 and 4000sqft)
    - Less energy use – small footprint and speed align to provide a more sustainable energy policy
    - Less operational chaos
    - Less parts capital tied up
    - Easier for bodyshop managers to manage

- Operational pre and post workflow re-mapping
    - Ensures vehicles are 'repair-ready' prior to release into the workshop
    - Simplifies the repair plan
    - Ensures up-front OEM procedures are in place
    - No estimate supplements
    - Same-day KPIs that have leverage for real-time performance mapping

- Unique Hub, Node and Central Services model:
    - Hub and Node operate the same SOP, providing uniformity throughout the operation
    - Nodes take approximately 90% of the workflow, targeted at 2.5-day K2K

- Hubs only deal with structural repairs, with highly skilled technicians and higher equipment levels, reducing overall capex investment
- Hubs occupy a fraction of the space of traditional shops, typically 10,000 to 12,000 sqft.
- Logistics SOP included for Node/Hub transfers with up until the 'last hour' centralised comms
- Central Services Centre (CSC) subordinates and removes waste from collision centres value stream.

Benefits for Insurers

BodyshopRevolution.ai has been designed to align directly with the operational and financial priorities of modern insurers: claims cost control, operational predictability, policyholder satisfaction, and risk reduction.

Whether an insurer operates wholly owned repair facilities, supports a franchise-style repair network, or works with a selected panel of independent professional repairers, the *BodyshopRevolution.ai* model provides a structured framework capable of delivering consistent outcomes at scale. The operational blueprint is embedded within a clearly defined Standard Operating Procedure and supported by the *BRaiD* digital platform, ensuring that every participating repair centre operates to the same process architecture and performance expectations.

The result is a highly standardised and repeatable operating model - what might be described as a "cookie-cutter" repair ecosystem. While the phrase is simple, the underlying principle is powerful: predictable processes generate predictable outcomes. This consistency allows insurers to expand repair capacity with confidence, knowing that each new facility or network partner is operating from the same proven methodology.

Through the *Parker Collision Intelligence* deployment model, *BodyshopRevolution.ai* has the capability to roll out up to five new Hub or Node facilities per month, enabling insurers and network partners to scale repair capacity rapidly while maintaining operational discipline. Each location becomes part of a blueprinted cluster of repair centres, operating under a shared SOP framework and monitored through the *BRaiD* platform for performance transparency and continuous improvement.

At the centre of the communication architecture sits the Central Support Centre. The CSC acts as a single, structured point of engagement between the repair network and the insurer, simplifying operational communication and dramatically reducing administrative friction. For insurers, this centralised interface provides:

- Clear operational oversight
- Consistent service delivery management
- Streamlined data integration and reporting
- Continuous feedback loops across the repair network

This structure replaces fragmented, multi-point communication with a coordinated operational relationship, improving both governance and responsiveness.

The structured relationship between Hubs and Nodes also establishes clear operational accountability within the repair community. Each facility is aligned to deliver repairs precisely within insurer-defined Service Level Agreements (SLAs), supported by standardised processes and performance monitoring.

Because the *BodyshopRevolution.ai* system is built upon mathematically modelled workflow design, Theory of Constraints principles, and now AI-enhanced analytics, it creates a repair environment where both costs and operational outcomes become far more predictable. This predictability is particularly valuable for insurers managing claims reserving, cost forecasting, and risk exposure.

In practical terms, insurers benefit from several measurable advantages:

- Industry-leading low cycle times significantly reduce internal claims handling costs and accelerate vehicle return to policyholders.
- Operational efficiencies embedded within the system reduce average repair costs, providing a competitive advantage in overall claims expenditure.
- Greater predictability of repair outcomes improves customer satisfaction (NPS / CSI), helping reduce policyholder churn and strengthen brand loyalty.
- Enhanced cost control improves subrogation performance, enabling stronger recovery positions when liability is contested.
- Loss of Use / hire vehicle costs are dramatically reduced, with average LOR exposure typically cut by at least half.
- Faster repair resolution lowers the probability of associated personal injury claims escalating, reducing long-tail risk within the claims portfolio.
- AI-assisted triage within the *BRaiD* platform identifies potential total loss opportunities earlier, preventing missed T/L decisions and reducing unnecessary repair exposure while improving customer resolution speed.

Taken together, the reduction of operational friction, improved process predictability, and faster repair throughput create substantial financial benefits. Conservative

modelling suggests that frictional savings alone - generated through improved workflow design, communication efficiency, and accelerated repair delivery - can exceed $650 per claim.

Ultimately, *BodyshopRevolution.ai* enables insurers to move beyond traditional fragmented repair networks toward a fully integrated repair ecosystem, where operational control, cost efficiency, and policyholder experience are aligned within a single scalable model.

Executive Summary

***BodyshopRevolution.ai* – The Operating System for Modern Collision Repair Networks**

BodyshopRevolution.ai is a next-generation operational platform designed to transform how collision repair ecosystems operate. Copyrighted and developed by *Parker Collision Intelligence*, the system combines Theory of Constraints, Systems Thinking, and AI-enabled workflow intelligence to deliver a fully integrated operating model for insurers, repair networks, and supply chain partners.

Bodyshop Revolution AI

The collision repair industry has historically operated through fragmented processes, inconsistent repair outcomes, and inefficient workflow coordination between insurers, repairers, and suppliers. These systemic inefficiencies create excessive cycle times, high work-in-process, inflated claims costs, and poor customer experience.

BodyshopRevolution.ai addresses these challenges through a mathematically designed operational framework that optimises workflow across the entire collision ecosystem.

The platform integrates:

- Standardised repair operating procedures
- Hub–Node repair network architecture
- Centralised service coordination
- AI-driven workflow intelligence
- The *BRaiD* digital orchestration platform

Together, these components form a unified system capable of delivering predictable, scalable, and high-throughput repair operations.

Proven Operational Results

The *Bodyshop Revolution* methodology was originally tested through a purpose-built prototype repair centre, demonstrating dramatic improvements in operational performance:

- Sub-3-day key-to-key repair cycle times
- Technician efficiency exceeding 200%
- Touch-time increasing from industry averages of ~2 hours to over 6 hours per day
- Extremely low work-in-process and predictable delivery outcomes

These results have since been replicated across multiple markets including the UK, USA, Australia, and the Middle East, demonstrating that the methodology can consistently outperform traditional collision repair models.

The *BRaiD* Platform

At the core of the system is ***BRaiD*** (BodyshopRevolution.ai Digitisation)—a digital operating platform that orchestrates workflow across repair centres, insurers, central support functions, and supply chain partners.

BRaiD functions as a process orchestration and data intelligence layer, enabling:

- real-time workflow coordination
- constraint-driven scheduling (Drum-Buffer-Rope methodology)
- network-wide operational visibility
- AI-assisted performance optimisation.

By digitising the operational framework, *BRaiD* transforms collision repair from a collection of independent businesses into a coordinated production network.

Strategic Value for Insurers

BodyshopRevolution.ai provides insurers with a scalable alternative to fragmented repair networks, enabling greater control over cost, risk, and policyholder experience.

Key insurer benefits include:

- Reduced claims cost through faster repair cycles
- Lower Loss-of-Use exposure and rental costs
- Earlier identification of total loss opportunities
- Improved repair predictability and reserving accuracy
- Higher customer satisfaction (NPS / CSI)
- Reduced operational friction between insurers and repair networks.

Conservative modelling indicates frictional savings exceeding $650 per claim, alongside significant improvements in repair network performance.

Market Context

The collision repair industry is entering a period of significant structural change:

- Increasing vehicle complexity (EVs, ADAS, autonomous systems)
- Rapid consolidation of repair networks backed by private equity
- Rising insurer concerns over repair cost inflation
- Growing customer expectations for faster repair turnaround.

These trends create a substantial opportunity for a new operational platform capable of delivering efficiency, predictability, and scalability across the repair ecosystem.

PCI Strategic Opportunity

BodyshopRevolution.ai positions *Parker Collision Intelligence* as the architect of the next-generation collision repair operating system.

PCI's strategic opportunity lies in three high-value commercial pillars:

1. Collision Network Deployment
Designing and implementing insurer-owned or partner repair networks using the *BodyshopRevolution.ai* operational blueprint.

2. *BRaiD* Software Platform
Licensing the workflow orchestration and analytics platform across repair networks and insurers.

3. AI Claims & Operational Intelligence
Leveraging network data to deliver predictive analytics, claims optimisation, and performance benchmarking.

Vision

BodyshopRevolution.ai represents a shift from traditional repair networks to intelligent collision ecosystems.

By combining operational science, AI-enabled data intelligence, and scalable network architecture, PCI is building the digital operating system for the global collision repair industry - connecting insurers, repairers, and supply chains into a single performance-driven platform.

Why This Matters Now

The collision repair industry is approaching a structural tipping point. Vehicle technology is becoming dramatically more complex, with electrification, ADAS systems, and increasing software integration fundamentally changing the repair environment. At the same time, the rapid consolidation of repair networks—often backed by private equity—has begun to concentrate operational power within a relatively small number of large operators, creating growing cost pressure and strategic risk for insurers.

Simultaneously, customer expectations have shifted. Policyholders now expect rapid resolution, transparency, and a seamless service experience comparable to the best digital consumer services. Traditional repair ecosystems—characterised by fragmented communication, inconsistent operational standards, and unpredictable repair outcomes—are increasingly unable to meet these expectations.

BodyshopRevolution.ai emerges at precisely the moment when the industry requires a fundamentally different approach. Rather than attempting to improve outdated operational models incrementally, it introduces a scientifically designed operating system for collision repair, integrating repair centres, insurers, supply chains, and digital intelligence into a single coordinated framework.

By combining proven Theory of Constraints production methodology, AI-enabled operational insight, and a scalable Hub-Node-CSC network architecture, *BodyshopRevolution.ai* enables the industry to transition from fragmented repair operations to high-performance collision ecosystems capable of delivering faster repairs, lower costs, and superior customer outcomes.

For insurers, repair networks, and supply chain partners alike, the question is no longer whether operational transformation will occur—*but who will lead it*.

***BodyshopRevolution.ai* positions *Parker Collision Intelligence* at the forefront of that transformation.**

Footnote:

About *Parker Collision Intelligence*

Parker Collision Intelligence (PCI) provides specialist strategic oversight and operational interventions for the evolving global collision landscape. Operating at the C-suite and senior management level, we partner with insurers, repair organisations, and vehicle manufacturers to drive supply chain resilience and protect indemnity spend.

Our expertise lies in the management of complex bodyshop networks and supplementary supply chains, implementing robust risk-mitigation frameworks that eliminate frictional costs and optimise incurred losses. This methodology is underpinned by an intimate understanding of the UK and global markets, integrated with Theory of Constraints and Systems Thinking to deliver world-leading operational excellence.

PCI's vision is to facilitate a visionary "closed-loop" industry—identifying game-changing market gaps that secure capacity and deliver sustainable, win-win outcomes for all stakeholders.

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