

CIOReview

The Navigator for Enterprise Solutions

AUTOMOTIVE TECHNOLOGY SPECIAL

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20 Most Promising Automotive Technology Solution Providers - 2017

The automotive industry is witnessing massive transformation driven by digitalization and the proliferation of 'connected' in-car devices. With high performance electronics in small factors embedded into the modern automotive, modern cars are transforming into sophisticated digital machine that can communicate seamlessly with the outside world. Aware of the tremendous business value around the idea of connected car experiences, more technology companies are partnering with automotive manufacturers.

Equipped with the latest automotive technologies that provide a digital and interactive interface to the various systems, including the in-vehicle infotainment and telematics, car manufacturers and fleet operators can not only manage a vast number of vehicles and maintain their peak performance, but also increase efficiency and lower the maintenance cost. Tier

1 suppliers on the other hand can leverage digital identity of the users to deliver personalized experience to the driver and the passengers. There are several technology companies that are at the leading edge of enabling automotive transformation, helping auto manufacturers and Tier 1 suppliers to leverage the digital trend.

In an effort to facilitate the CIOs find the right automotive technology partner, a panel of prominent CEOs, CIOs, VCs, analysts, along with the CIOReview editorial board has assessed scores of automotive technology solution providers and picked best performing companies. We have considered the company's ability in designing and building advanced automotive solutions that cater to the needs of the auto manufacturers and Tier 1 suppliers. We present to you CIOReview's 20 Most Promising Automotive Technology Solution Providers - 2017.

PCMI Corporation

recognized by **CIOReview** magazine as

20 MOST PROMISING
AUTOMOTIVE
TECHNOLOGY SOLUTION PROVIDERS - 2017

An annual listing of 20 companies that are at the forefront of providing solutions for the automotive industry and impacting the marketplace

Company:

PCMI Corporation

Description:

Provides integrated and modular software solutions for F&I administration and extended warranty management

Key Person:

Mark Nagelvoort,
President & CEO

Website:

pcmicorp.com

PCMI Corporation

Software for Evolving F&I Administration

PCMI Corporation's expert staff have spent their careers studying and understanding the automotive business including finance and insurance (F&I) administration. Through their administration platform, Policy Claim and Reporting Solutions (PCRS), they provide the fastest and most flexible environment for an administrator to launch new products and support the complete lifecycle of service contracts and ancillary products. As a trusted technology partner for the automotive industry, Mark Nagelvoort, the company's President and CEO, believes that PCMI's global presence in the U.S., Europe, and Asia is essential to their continuous around-the-clock innovation, customer support, and speed to market.



Mark Nagelvoort

PCRS is adaptive to the ever-evolving buyer patterns and dealership demands for quick information access. Since customer buying habits are changing, it is imperative for F&I administrators to launch new products rapidly and streamline product administration.

With the range of unique products being offered today, such as service contracts, prepaid maintenance, interior and exterior protection, GAP policies and all self-administered programs, administrators have realized they need a flexible software, like PCRS, that allows them to quickly adopt such offerings and be ready for what the future holds.

"Legacy systems tend to lack the ability to fully automate administration, which is key to processing more business with fewer staff," Nagelvoort states. "Our customers typically have a system in place but it is not capable of offering streamlined administration with the dealer network. We built PCRS as a modular solution which gives administrators the ability to react to market fluctuation and help enhance their existing systems to maintain uniqueness."

The modular approach complemented by a SaaS-based PCRS system allows PCMI's customers to obtain cost benefits in real-time. Customers also experience a significant increase in sales by being first to the market and having the ability to launch in new markets. The company's mission is to elevate the role of a technology partner to market leaders that have a specific vision of long-term growth.

The mark of the company's success came to light in 2013 when Nissan Global Reinsurance, Ltd (NGRe) and PCMI issued a press release announcing their signed agreement. This international agreement allowed PCRS to streamline three key areas: deal management, service department aftermarket product sales, and warranty administration. Nagelvoort attributes this milestone achievement to their industry expertise and understanding of customers' business requirements. PCMI also supports the

enhancement of dealership efficiencies by providing dealers with capabilities such as: sales reporting, complete reinsurance reporting, and the ability to manage all other types of participation programs.

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We are passionate about supporting our customers' growth by offering our next generation administration system—PCRS

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PCMI believes that the industry will continue to expand in the direction of eRetailing, complex menu support, and participation statements. Therefore, they are aligning their development efforts accordingly. PCMI sees a growing focus on accounting, reporting, and automation of claims to provide better information to dealership groups. With a focus on continued automation, PCMI is working on integrating artificial intelligence into their claims engine to enhance adjudication.

In addition to the automotive industry, PCMI also supports the consumer warranty, home warranty, and power sports industries. Their complete lifecycle approach includes the design of products, defining the market, sales management, providing benefits, and risk management. Summarizing the collective efforts of PCMI, Nagelvoort concludes, "We have built a comprehensive system to address the global growth needs of administrators and insurers, including those pursuing untapped markets. We have been growing substantially in that regard and will continue to enhance our offering." 