

CCC's Carwise Surpasses 1 Million Customer-Written Reviews

Carwise captures real customer reviews, helping auto body shops showcase their work to consumers shopping for repair services

Chicago, IL ([PRWEB](#)) June 06, 2016 -- CCC Information Services Inc. ("CCC") announced today that Carwise, its platform for providing consumers auto repair reviews and repair status information, now has more than one million customer-written reviews, becoming an industry-leading auto repair review service. Carwise.com is a consumer-facing website that links to the CCC ONE® Total Repair Platform ("CCC ONE"), giving auto body shops that use CCC ONE an easy way to market and promote their services to local-area consumers. Carwise also includes shop listing information to help consumers find local auto body shops, and augments those listings with customer reviews, as available. Reviews are generated as part of the post-repair customer survey, which can be issued by auto body repair shops from within the CCC ONE platform. Auto body shops can also display their customer reviews on their own websites. Carwise is on pace to receive more than two million unique visitors in 2016.

According to a survey of more than 1,000 consumers conducted by Dimensional Research, 90 percent of respondents said their buying decisions are influenced by online reviews. Mike Schoonover, Owner of Schoonover Bodyworks & Glass in Shoreview, MN, shares customer reviews via his website as a way to help shoppers make informed decisions. Schoonover added: "Repair services aren't something people buy every day. Customer reviews are an important tool to help consumers make better decisions about who they want to trust with their vehicle. After trying other review sites, we chose the Carwise solution. Because reviews are captured as part of the post-repair customer satisfaction survey, I know that only real customers are providing feedback on my services. Carwise also integrates seamlessly with the CCC ONE platform, making it extremely reliable and easy to use."

"Our approach with Carwise has been to create a platform that helps our repair customers connect, inform and engage with consumers so they can capture more business and showcase their great work," said Mark Fincher, VP, Market Solutions, CCC. "We're excited to reach this milestone and because so many of our repair customers are seeing value in it, we expect adoption to continue to grow at an accelerated rate."

[Learn more](#) about Carwise. Users of CCC ONE can complete their free Carwise profile [here](#) to get started.

About CCC Information Services Inc.

CCC brings together what matters most – insight to make the best decisions, connections into the industry's leading auto claims network, and superior productivity through an innovative single platform. Founded in 1980, CCC is the nation's leading provider of advanced software, workflow tools, and enabling technologies to automotive collision repairers and property/casualty insurance carriers. Its client base includes more than 350 insurance companies and 21,000 repair facilities. In addition, the CCC True® Parts Network connects hundreds of parts suppliers with repairers. DriveFactor, a CCC company, helps insurance companies create custom telematics solutions to meet their short- and long-term needs. CCC also delivers the most comprehensive, best-in-class industry insights by leveraging data captured from the millions of transactions processed through its network, and the forward-looking, trusted advisor perspective of its people. You can find out more about CCC Information Services Inc. or DriveFactor by visiting www.cccis.com or www.drivefactor.com.



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