



CAPS 3.0

S&G Response

Migration Case Study



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1. History

S&G Response has partnered with CAPS for the transfer of data between their repair partners and clients since 2018.

S&G Response utilised the 2nd generation platform of CAPS since they went live and have seen significant improvements in data quality. They also experienced more consistency, as well as, operational efficiency savings from improved speed of data acquisition and automated sharing of key dates with their partners.

CAPS has been a strategic partner, and the platform an important step, in delivery of S&G Response's digital strategy.

2. CAPS 3.0 Business Case

In Q1 2024, a review of the CAPS 3.0 platform was undertaken to determine whether an upgrade to S&G Response's integration would deliver business improvements and ROI.

Several opportunities were identified that resulted in a strong business case to update to CAPS 3.0:

1. Increased supply chain integration and visibility – CAPS 3.0 gives data transfer and system integration with a range of supply partners including repairers, salvage, parts & consumables as well as estimating and repair methodology platforms.
2. Multi-party data integrations - Built on a data sharing philosophy of 'any to many' CAPS 3.0 maximises connectivity, putting you in complete control of who can enter, view, and share information, whilst still ensuring complete data security and integrity at every stage.
3. Dynamic interface – CAPS 3.0 makes it easier to create bespoke workflows that increase efficiency from the first notification of loss right through to claims completion. Also, by extending the sharable number of data types and formats you will be using a platform that easily expands as you grow.
4. Future proof – CAPS 3.0 is built on the REST architectural style rather than the SOAP protocol of CAPS 2.0.



3. Technical Benefits

On review of the CAPS 3.0 technical specifications, several benefits of the REST architectural style were identified.

- REST APIs are more modern and popular among the development community (89% of APIs are REST) resulting in the development skillset being more commonly available and understood. This results in:
 - Easier to understand API structures
 - Improved development timeframes
 - Improved upgrade and update timeframes
- REST APIs are more flexible allowing for custom development and workflows at both sender and receiver ends of the data flow.
- REST APIs use familiar web communication principles (HTTP(S)).

The above all leads to reduced development and maintenance costs on the CAPS 3.0 platform.

4. Development

Due to the technical benefits detailed above, the development cycle to upgrade to CAPS 3.0 was relatively easy to implement.

S&G Response took the opportunity to improve some elements of their internal workflow which would not have been possible on the old schema.

Troubleshooting during the testing phase was quite simple and issues easy to identify and resolve. Issues encountered were able to be identified easily based on the response back to the job offer.

The quality of support S&G Response received from the team at CAPS also aided in the development process. The CAPS team was always available to assist with questions and during the testing process and live release.



5. Challenges

As mentioned above, there were some differences in the structure of the data S&G Response received back but they were minimal. This meant existing data maps had to be revisited, updated and adjusted.

This was mainly around the list of interests related to the job offer.

6. Lessons

Despite significant advancements in technology and data transfer capabilities enabled by CAPS, the automotive repair industry is still facing critical challenges. One of the key issues is the slow adoption of the latest versions and schemas by certain bodyshop management products.

CAPS has made tremendous strides in enhancing its platform, enabling seamless data transfer between industry stakeholders with unprecedented speed and efficiency. These improvements are driving collaboration and improving operational outcomes across the board.

However, a notable portion of the industry continues to rely on management products that have not adopted the latest CAPS schema.

This is a missed opportunity for the industry. By not adopting the latest versions and technology, many bodyshops are limiting their capacity to streamline processes, improve customer experiences, and access broader market opportunities. In an era where digital transformation is essential, it's critical for all players to align with the latest technological standards to drive innovation and efficiency.

CAPS remains committed to pushing the boundaries of technology in the automotive repair space and continues to encourage the adoption of the latest standards for the benefit of the entire industry.





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