

## Construction Case Study

Customer is a preeminent \$1B+ full-service construction services provider in the US, UK, Ireland and Asia, that offers a complete scope of services ranging from site selection analysis to design constructability review, from corporate interior fit-out to new out-of-the-ground construction, and from aesthetic enhancements to major building infrastructure upgrades and modernization. With over 1,200 construction professionals and state-of-the-art systems, this customer and its affiliates provide a broad range of preconstruction and construction services from the earliest project stages through close-out and commissioning.



### Business Challenge

With a large volume of Certificates of Insurance coming into the organization through multiple offices spread out around the globe, the organization did not have a uniformed process to manage the incoming COI's. Also, the company had no ability to access correct information on sub-contractors and no absolute knowledge on sub-contractor compliance ratios. Information was getting lost and company had no defined methodology or system to capture sub-contractor compliance intelligence.

### Objective

Corporate management wanted to centralize the sub-contractor COI data and automate the collection, management, requesting and renewals of the documents. Corporate also wanted to create a consistent process across the global organization and to measure sub-contractor COI compliance percentages. Corporate management also wanted to be able to share information on sub-contractors between all business locations. In addition, customer wanted to enable sub-contractors to capture specific insurance requirements by project on-line without taking time away from internal resources.

*Certfocus created a consistent process across the global organization and to measure sub-contractor COI compliance percentages.*



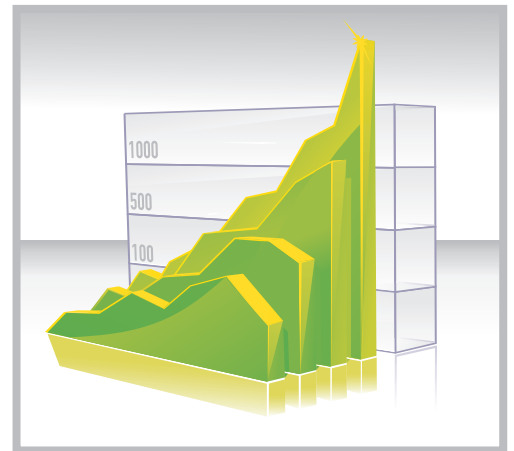
## Construction Case Study ...continued

### Methodology

CertFocus set out to provide one centralized location to the customer, for easy access to information, indifferent of which business unit and or office the information was coming from. Also, mission was to create a uniformed process whereby all business units and or offices across the organization are standardized. CertFocus will provide the tools and process necessary to achieve measurable and increased sub-contractor compliance percentages. As well, CertFocus set to build a module for sub-contractors that will enable easy access to specific insurance requirements, by project number.

### Results

Company streamlined collaboration between business units and increased ability to verify and measure sub-contractor compliance. CertFocus also delivered an integration of this business intelligence into the clients accounting system to provide controls on payments to sub-contractors in the event of these sub-contractors not submitting proper and compliant documents. Sub-contractors now have a login gateway to view specific project requirements, by entering a project ID number. Client is recognizing significant cost savings on FTE's due to lower administrative costs and controls. There is now transparency into the status of sub-contractor compliance. Management now has access to multiple reports of which can aid in more effective business decisions for potential & future acquisitions. Corporate now has full access to see how each business entity is managing COI's, and the organization has a consistent COI management process across the entire enterprise.



*Corporate now has complete access and control of sub-contractor compliance measurements. This gives corporate full transparency and aides in sub-contractor pre-qualification standards, improving production quality and time frames.*

