



## WRDS - A WEB BASED INSURANCE INSPECTION SYSTEM



Let's get *IT* on.

### JMI Reports achieves paperless Insurance Inspection System with the implementation of "WRDS" - a Digitek product.

Delivery trucks couldn't deliver the reams of paper fast enough to JMI Reports, Inc.'s office in Cleveland. Everything they did required paper: ordering inspections, sending inspections to individual field inspector, receiving completed field reports, preparing finished reports, generating client invoices and receiving field inspector invoices. All this paper flying around also meant that almost every business process was being done manually.

Sure, JMI Reports had automated to an extent using a FileMakerPro based system, but it did not provide any automation when it came to assigning the cases to Inspectors or completing inspections or calculating replacement costs or generating automatic invoices and so on. There were delays associated with physical mailing and if any envelope was lost in mail, it usually contained the rush case that the client was waiting for or the invoice of the best field inspector.

Founded in 1987, JMI Reports offers a full range of insurance property/ loss control inspections for both Personal and Commercial line inspections including High and Mid-Value home inspections, Farm reports and customized re-underwriting inspections.

When Digitek introduced WRDS - a web based automated Inspection Management System for property inspections that completely automated JMI's inspection business, JMI couldn't believe that a web based ideal business solution to its problems was readily available just less than 200 miles away. According to Tim McKendry, Vice President, "We could not have imagined a more perfect marriage..."

More than the technical solution, what impressed Brian McKendry, President, was Digitek's ability to "grasp the nuances of our business, and more importantly, [they] were actually interested in learning our business practices". Following a customization period when necessary changes were made in WRDS to adapt it to JMI's business processes, JMI Reports went live with WRDS in January 2006 with the following features.



*Tim McKendry, Vice President - JMI Reports, Inc. celebrating first 25000 transactions in WRDS with Digitek Account Manager Vivek Kanakia.*



## T

- All operations are through web-based, available 24/7 from anywhere in the world.
- All forms, narratives and reports are web based. No paper forms are used.
- A customized sketching tool WRDSketch allows inspectors to draw a sketch with a built-in XML interface to automatically put all area calculations into WRDS.
- Replacement Cost calculations using 3 party services such as MS/B RCT and E2Value are seamlessly integrated.
- All inspections are assigned automatically to inspectors based on a combination of zip code, county, state and report type.
- All invoicing is web-based and automatic. Inspector's invoices are available to them 24/7 and stored for as long as necessary. Client invoices are the same - generated automatically and in numerous formats (PDF, CSV, Excel, XML and others). Discounts and credits can be applied automatically, if required. The client invoice copies are available via the web 24/7 for them to access as needed and download or export in various formats.
- Reports and XML data are stored on the web, available for download, or sent via email to the client automatically. The system provides a minimum of 5 years online storage capacity.
- Most importantly, WRDS has a three way communication tool. This tool is web based and allows all three parties; the inspector, the client and the home office, to communicate on each and every inspection report.



Brian McKendry notes, "The results have been better than expected. The enthusiastic and overwhelming acceptance by our inspectors was one surprise. We had inspectors who have been with us from day one and never touched a computer in their lives [Surprisingly, they] are now our biggest fans of WRDS system. Proper product design by the Digitek team led to a user friendly system and a dummy proof way for the inspector to get up and running without much hand holding by our office staff."

Jeff Sensoli, a long-time field inspector with JMI, adds "I have worked for many companies and on many systems. The WRDS system blows them all away."



The customer response is not far behind. Says a Personal Lines Loss Manager of JMI's one of the large insurance carriers, "You are light years ahead of your competition with this system..."

Tim McKendry adds, "Not only WRDS has changed our entire business system and structure, it has cemented our business relationships with our current clients and has already brought us plenty of new clients and business as a result. To say that it has changed our lives would be... an understatement. Digitek has delivered an extraordinary solution and helped us tremendously every step of the way."



Let's get **IT** on.

### Technology Platform

Dell Dual 2.8 GHZ Processors, Windows 2003 Server  
Microsoft .NET, ASP.Net, C#, VB.Net, XML, IIS,  
Web Services and SQL Server 2000