



Founded in 1987, JMI Reports offers a full range of insurance property/loss control inspections for both Personal and Commercial lines inspections including High- and Mid- Value home inspections, Farm reports and customized re-underwriting inspections. While the clients loved their service, they started asking JMI a few years ago if they could deliver the reports electronically. "Our company philosophy and direction was laid in the pre 1980's when my father was still active in the company and had never TOUCHED a computer let alone wanted them in this business" says Brian McKendry, President of JMI Reports. JMI realized that they needed help, and they needed it quickly.

What they are saying...

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Brian McKendry
President

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Tim McKendry
Vice President

Prior to 2006, delivery trucks couldn't deliver the reams of paper fast enough to JMI offices in Cleveland, OH. Everything they did required paper: ordering inspections, sending inspections to individual field inspector, receiving completed field reports, preparing finished reports, generating client invoices, receiving field inspector invoices – you name it and it was almost always done on paper! All this paper flying around also meant that almost every business process was being done manually.

Digitek implemented WRDS in January 2006 to completely automate JMI's inspection business. The rest, as they say, is history! According to Tim McKendry, Vice President, "We could not have imagined a more perfect marriage..." More than the technical solution, what impressed Brian McKendry was Digitek's ability to "grasp the nuances of our business."

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 the new system." 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 for one of the largest JMI Customers, "You are light years ahead of your competition with this system..."

Since implementation of WRDS, JMI's inspection business has more than doubled, with their coverage area expanding from 6 states initially to more than 10 states currently. WRDS currently handles more than 250,000 inspections in real-time for JMI while the user base for WRDS has nearly tripled at the same time.

Brian McKendry had his doubts initially. "Three years ago I did not see the light at the end of the tunnel with this entire paperless office concept ... I was skeptical. Now we are through that dark tunnel and well on our way to enjoying a system that is state of the art and growing with our needs. WRDS is a powerful management tool that enables us to stay one step ahead of the competition. The Digitek team works very hard to keep improving the system and create even more efficiencies into our daily business practices" he says. Tim McKendry adds, "Not only has it 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 Software has delivered tremendously every step of the way."

For more information:

Vivek Kanakia
Vice President
614-764-8875 Ext. 106
vivek@digiteksoftware.com