



When she read an article in a trade publication, Susan Manupelli (DataRep Associates) couldn't believe that she had found what her business had been looking for more than a year. Susan had spent the previous year looking for an online, web-based system to automate their inspection business. She had done extensive research on the web and even started to develop her own customized, automated system. However, once she read what Brian McKendry (JMI Reports, Inc.) had to say about WRDS, Susan knew that she had found the solution to the challenges that her business was facing.

What they are saying...

"We can already tell that the features of WRDS allow us to manage our inspection business much more efficiently."

Susan Manupelli

Vice President

DataRep Associates, Inc.

DataRep Associates provides underwriting inspection services for residential and commercial risks to the insurance companies, agencies and brokers throughout the Northeast and New England region. DataRep was using an inspection tracking system that was developed more than 15 years ago. After reading the article, DataRep ran WRDS system for a trial period and decided to move ahead with implementation of a live system almost immediately.

What Susan liked the most about WRDS was that it was developed as an end-to-end solution for insurance inspections with flexibility to customize it for their business requirements. Thus, they could now simultaneously meet diverse requirements of their customers, field inspectors and office staff from a single, online application.

- WRDS allowed their customers to log in to order new inspections, check status, send communication, view/download completed inspections as well as generate various aggregate reports such as ITV or Hazard Analysis.
- The staff (both in office as well as located off-site) could log in to enter orders, assign it to field reps based on county, zip code, skill set and number of pending inspection limits, monitor inventory across all inspectors and/or customers, send communications to inspectors/customers, review completed field work, perform replacement cost calculations using MSB, generate and distribute final reports to customers. WRDS also completely automated the usually tedious tasks of preparing customer invoices and processing inspector payments.
- Finally, inspectors now had an access to a real-time system to accept new orders, view and track inventory, communicate with their office online to provide status updates, upload inspection data including photos and sketches as well as an automated way of tracking their fees.

Susan notes, "We can already tell that the features of WRDS allow us to manage our inspection business much more efficiently."

What DataRep discovered is a way to leverage technology to improve their business model. WRDS allows them to inject efficiency in a business which has gone through a significant change in recent times with rising operational costs and customer demanding even more technical capabilities than before. First and foremost, WRDS is designed to save time, and thus money, by making the inspection process automated as much as possible. You never have to enter the same data twice!!

Most companies today have some sort of automation already built in with their inspection process. The question is not only about whether or not it is automated – it is more about what it costs to build and maintain that system and continuously make improvements for it. And make it available online, 24 x 7, from anywhere. And provide support when needed. This is where Susan has found a winning hand. She says, "The team at Digitek has been very responsive and great to work with as we use this new system. And the customer feedback we have received on the new report format as well as the website has been very positive."

For more information:

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