



## Customer Success Story:

# Bay Building Services

### Overview

Bay Building Services was established in 1982 and is now the largest insurance building company in Victoria, Australia. The company has offices throughout the state of Victoria and is gearing up to extend its business across Australia.

Delivering building repair solutions to damaged domestic and commercial properties, Bay Building Services works directly with Australia's leading insurance and loss adjusting companies.

The company delivers excellence in building repairs, taking pride in itself for their knowledge and expertise in the industry, and the professionalism and courtesy of their Claims Management team.

### Challenge

Bay Building Services business is literally dependant on the weather.

The company provides building repair contract management for major insurers in Australia and the scale of its business is dependant on the number of insurance claims processed by insurers. With the greatest cause of building damages being due to weather – predominantly wind and rain storms – Bay Building's business volume can fluctuate between hundreds of claims per month to hundreds of claims per day. As a result, managing high quality service levels and controlling costs when business demand varies by as much as 3000% proved to be a significant challenge for the company.

Bay Building needed a solution that would structure and standardize its human-centric processes. It needed to be easy to use, automated, have a centralized claim repository and provide management reporting.

### Highlights

### Financial Services

#### Processes Enabled:

- Claims Management
- Quote Management
- Invoice Creation and Payment

#### Customer Benefits & Results:

- Reduction in labor costs due to process automation
- Major increase in activity with minimal increase in staff levels
- Ability to provide, measure and manage KPIs of personnel and to embed agreed upon SLAs within the process
- Improved customer service


### Solution

Bay Building Services contacted one of their trusted suppliers and Metastorm partner, MOTS Consulting, to design and develop an integrated web-based system based on Metastorm BPM® to help the company manage the following:

- Registration of all new Jobs
- Quote Management Process - including scheduling site visits, budget and quote development, user acceptance and supporting documentation
- Trade Allocation and Management of over 450 Trade Resources
- Invoice Creation and Payment Management
- Correspondence Register - linking all job related documentation, e-mails, phones calls, and faxes within the Job folder
- Register of Company and Contacts details for all Insurance Companies, Adjusters, Suppliers and Contract Staff
- Suite of Management Reports and ad Hoc Query tools
- Interfaces to Finance System, e-mail and corporate merge documents.

### Results

Using Metastorm BPM for its Job Management system, Bay Building has been able to manage over 25,000 jobs ranging from two hour site reports to million dollar fire restoration projects in the past few years. Metastorm has proven to be flexible and has



evolved to meet the needs of three new remote offices, two new lines of business and the challenge of meeting the Service Level demands associated with processing insurance claims for over 50 major Insurance and Loss Adjusting companies.

By using Metastorm BPM, the company reports key results including the reduction in labor costs due to process automation, major increase in activity with minimal increase in Call Center staff levels, ability to provide, measure and manage the KPIs of personnel and to embed agreed upon Service Level Agreement metrics within the process. Additional results reported include the enablement of rapid deployment of new call center staff to meet customer demands, improved service levels to customers – insurance providers and their customers, management visibility of work in progress, and central archiving of job registration data, contracts, quotes, correspondence and invoices.

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