



CASE STUDY

# Alston Construction

Alston Construction Achieves 90%+  
Compliance with myCOI



## THE CLIENT

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### **Alston Construction Company**

They operate out of 11 offices across the nation. At any given time, each Alston Construction office has between 10 to 30 active projects with 25-60 subcontractors per project. As Contract Administrator/Project Administrator Manager, Victoria Pearson handles administrative duties in Atlanta, as well as manages each of the administrators across the nation who manage their respective office contract duties.

## THE CHALLENGE

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### **Lack of Automation and Inability to Keep Up**

In the early days, Alston Construction handled their own Certificates of Insurance (COIs) and insurance document compliance processes. As the company grew, the process became so cumbersome that Victoria and her team knew they needed to turn to an insurance certificate tracking solution. Victoria and her 11 team members estimated they were spending about 10% of their days just chasing down and reviewing insurance documents.

#### **Before myCOI**

*We were afraid that we weren't doing our jobs as well as we wanted to on the insurance side. We aren't insurance experts, and often times didn't even know what certain terms meant. We were doing the best we could, but it mostly just took time that we didn't have. We were absolutely swamped and needed a better way to manage the processes.*

**-Victoria Pearson Contract Administrator Manager**

# THE INTERIM SOLUTION

## Lack of Automation to an Automated Solution that Wasn't Delivering Compliance

In an effort to drive automation and compliance to their COI process, Alston moved from their internal manual process – contract administrators collecting all insurance and required endorsements for every project and subcontractor – to an outsourced certificate of insurance tracking vendor.

However, this solution wasn't working. Victoria and her team were constantly concerned about missed documentation or important items not being followed up on, and were unsatisfied with the solution's lack of support and industry knowledge. Because of these gaps in the software, there were risks that weighed on Victoria and her team, such as accidents that could happen on the projects.

### After myCOI

*Since switching to myCOI, we have freed up a significant amount of time to concentrate on other responsibilities while enjoying the peace of mind of having another set of eyes on the entire process to ensure compliance.*

**-Victoria Pearson Contract Administrator Manager**

# THE ULTIMATE SOLUTION

## Finding the Right Partner to Achieve True Compliance & Peace of Mind

After just 1 year of using their initial outsourced certificate of insurance vendor, Alston Construction switched to myCOI's cloud-based insurance tracking solution as its new insurance tracking partner. Since switching to myCOI, Victoria and her team have freed up a significant amount of time to concentrate on other responsibilities while enjoying the peace of mind of having another set of eyes on the entire process to ensure compliance.

*Alston Construction's partnership with myCOI has provided our team with a quicker turnaround on reviewing certificates, helping us achieve compliance in a more efficient and timely manner," said Victoria. "One of myCOI's biggest attributes is having highly qualified, efficient experts that have actually worked in the insurance field and know the language inside and out. Customer service is their number one priority, which shines through in everything they do.*

**-Victoria Pearson Contract Administrator Manager**

## ■ The Benefits to Alston of the myCOI Partnership

- Automated Certificate Request Process - myCOI Central allows Alston to effectively communicate directly with agents to achieve compliance faster
- Insurance Certificate Team - myCOI's team of experienced insurance experts carefully review each certificate and endorsement ensuring contractual obligations are being met
- Centralized Data & Reporting – through the myCOI cloud-based system, organization's data and reporting is now all stored in a single location creating consistency among all regions to ensure the compliance and overall process is the same.
- Because these processes are managed entirely through myCOI's solution, Alston Construction's in-house risk management team now only has to make exception request decisions.

Moving to myCOI has streamlined the collection and review processes and removed the back-and-forth that used to dominate Victoria's teams' time.

### Time Spent Each Week



## How the myCOI Solution Works for Construction

Once a subcontractor is linked to a project, the automation of collecting, reviewing, and working with insurance agents when necessary is all automated through the solution's platform, and pulls in myCOI's team of insurance experts to ensure each and every document is carefully reviewed for compliance.

# THE RESULTS

## Increased Compliance & Less Time Spent on the Process

Before working with myCOI, Victoria's team would glance at wording to catch what stood out, but myCOI's team of experts thoroughly reviews each and every section for additional insured endorsements. Words like "and" or "or" could make or break the endorsements and myCOI has been able to catch those errors, helping Victoria and her team rest easy knowing that they have a dedicated team working behind the scenes.

Now, Victoria and her team members are spending about 1 hour of their time each week on insurance compliance versus 1 hour each day. As a result of Alston Construction's partnership with myCOI, the company has achieved 90% compliance across each of their 11 offices.

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## 90% COMPLIANCE ACROSS 11 OFFICES

