



CASE STUDY

David J. Joseph Company (DJJ)

DJJ Increases Compliance Rating Over 60%
by Switching to myCOI



THE CLIENT

David J. Joseph Company (DJJ)

As one of the leading scrap metal recycling companies in the United States, the Cincinnati based David J. Joseph Company (DJJ) has 7 different subsidiaries across the country. Between these different partner locations, DJJ-owned businesses work with around 1,500 subcontractors and vendors – all with unique Certificate of Insurance (COI) requirements. While one subsidiary might have 60 unique subcontractors, another might work with upwards of 400. It all depends on the size, scope, and tenure of the subsidiary location. Brandi Auffart, Insurance Coordinator, has been with DJJ for four years and handles all insurance needs for both DJJ and its subsidiaries. All vendor insurance related items go through Brandi.

When you're working with thousands of freight haulers, equipment operators, mechanical vendors, and even traditional vendors like landscapers or electricians, the COI requirements can stack up.

● -Brandi Auffart, Insurance Coordinator

THE CHALLENGE

Missing Out On True Compliance With An Industry Provider That Just Didn't Cut It

For a while, DJJ was using a solution that, while it tracked compliance, did so in a way that was opaque and inaccurate.

In fact, the myCOI team uncovered that DJJ's actual compliance rating with their previous provider was a shockingly low 20%.

The Challenge

We couldn't tell if a vendor was compliant or not because our COIs were being presented by percentage, not in an easy-to-read "yes or no" format," Brandi explained. This made our reporting inaccurate and presented challenges with our compliance numbers.

-Brandi Auffart, Insurance Coordinator

To make matters worse, customer support was lacking. When DJJ experienced a system failure - notifications had stopped being sent to their subcontractors and vendors, nearly halting the entire compliance process - their provider was difficult to reach and unresponsive.

DJJ was fed up with the lack of support and clarity, and knew they needed to make a change. Brandi and her team wanted to feel confident in their compliance numbers and see real results. They needed a more concrete way to determine compliance that would eliminate the risk associated with the guesswork their previous provider put on their plate.

THE ULTIMATE SOLUTION

A Close Partnership With myCOI For Trusted Compliance

After switching to myCOI in March of 2017, Brandi quickly spearheaded the implementation of the platform across DJJ and its subsidiary organizations. Today, Brandi has a strong partnership with myCOI and has become a super-user who manages the entire COI management process and strategy from start to finish.

As a multi-faceted organization with thousands of vendors and subcontractors, the DJJ team invested in the full-service myCOI Concierge package, which includes:

- A dedicated Account Manager to support your goals and success
- On-call support to ensure nothing slips through the cracks
- Detailed reporting and risk insights to see your compliance at-a-glance
- myCOI in-house insurance professionals who help verify COI requirements and double-check compliance

myCOI's Indianapolis-based team acts as an extension of Brandi's team, removing the obstacles to compliance that DJJ had previously faced. The high-touch support that DJJ receives from myCOI has been vital to ensuring compliance for DJJ's subcontractors and vendors quickly and accurately.

The myCOI platform has been so easy to work with from multiple angles. Because there are multiple stakeholders, we are all notified and kept in the loop if there are any COI tracking issues that need to be revised.

-Brandi Auffart, Insurance Coordinator

THE RESULTS

A 60% Increase In Compliance In Less Than 1 Year

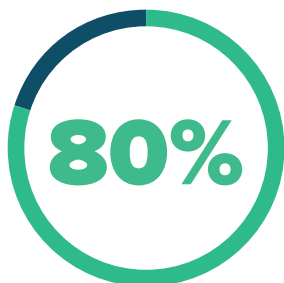
The myCOI team soon uncovered that DJJ's compliance rating was much lower than they had expected. "When we first started using myCOI, we were sitting at a 20% compliance rating, which is incredibly low for the industry. Today, we're at over 80%, which gives us much more peace of mind," Brandi said.

myCOI has also allowed DJJ to identify gaps in their insurance tracking process that were contributing to lower compliance rates. When they started using the platform, the team quickly realized that much of their contact information was missing or out-of-date. As the entire COI tracking process requires emails and notifications, these errors were causing compliance checks to slip through the cracks, bringing down their compliance rating in the process.

"This year, when our 1/1 renewals came through we only dropped a couple of points," Brandi said. "This is our busiest time of year and we normally see a huge dip. But, with myCOI the process ran much smoother."

Moving forward, Brandi and the team look forward to using myCOI to continue raising compliance as well as maintain a high level of transparency between DJJ, its subsidiaries, and subcontractors.

"We've had a great experience with myCOI," Brandi said. "While it took time to get our data cleaned up in the beginning, it was worth it to see how well the process works now. Plus, the myCOI team has been so helpful throughout the entire project so **we were never on our own.**"



Compliance with myCOI



Compliance with previous provider