

**Workshop: INSPI  
June 26-27, 2017**

**Moderator:**

Tom Cox, Manager of Vendor Account Management

**Panelists:**

Jen Jozity, AVP of Operations

Pat Hoffman, Director of Vendor Account Management

Jason Heckman, AVP of Mobile and Analytics

**INSPI Requirements and Innovation**

Safeguard is continuing to advance the applications that vendors use in order to communicate the status of properties. Likewise with the up and coming INSPI updates we will see a change to the general user interface that will assist vendors in their tasks and allow them to work more freely in their own way while not compromising the integrity of the back end processing of that information.

New photo requirements and the new labeling system allows vendors to complete specific tasks and ensure that they are meeting certain policy requirements without needing to second guess. This is also increasing the accuracy of the QC element that vendors should be performing on each property depending on their service line.

**Reporting Debris**

When reporting exterior and interior debris it is important to get the correct dimensions. As we move forward from square foot measurements to linear foot measurements we are pushing to make the process easier. This coincides with INSPI because a linear foot can be more accurately captured in an image which allows the processor to more accurately access and bill out for those images.

**Location Verification**

Safeguard employs a range of checks so mains can ensure their sub-contractors are visiting the correct locations for inspections and other service lines. We utilize a gold standard paired against previous visits to the property to ensure accuracy on the information given in the work order.

This ensures that vendors are able to assess properties with the confidence that their location is correct, and if they are incorrect, or are outside of the area that previous vendors have gone to it will notify the vendor on the application directly that they are outside the normal zone for that order.

**SQA – Photos and Labeling**

With the new INSPI application the script will no longer force a label. However, vendors will be able to select the labeling of images manually or when they answer specific questions on the applications. Photos taken should be clear and concise when taking images as well as ensuring the accuracy of the image based on the work order needs.

**Invoice Details**

Invoices have recently been changed to an excel format for easier managing on the vendors side. Invoicing details are sent weekly for the prior 60 days and continues to update as the updates are released. Coming soon to the release for invoice details is a legend detailing reasons for inspections to not be paid out.