Case Study: Loyear Restoration

The Challenge	Loyear Restoration was losing money from insurance claims because they were not documented thoroughly. When they could not prove need, insurance would not pay. They helped 100+ homeowners after a flood, then had six figures of uncollectable invoices. They were already working with Effective Learning for Growth for sales process improvement, and contracted for this urgent process redesign.
Solution Milestones	Using XSOL software, Effective Learning for Growth • Documented the detailed process for onsite data collection for all sorts of loss scenarios • Mapped it so all details and rules (such as video shot list) were visible and consistent • Loaded the detailed map/ instructions with links and other apps onto 7" Android tablet computers • Established data management procedures with the administrator to quality check field data near real-time, to fix any omissions with the tech still onsite • Trained the field techs to use the tablets and sync data with Google Drive • With consistent use of the tablets, the incomplete data collection problem is *solved*.
Results / Outcomes	Company president John Loyear estimates that annual savings will be "at least $100,000 per year"