



CASE STUDY

Multi-State Inspections Generated Significant Learnings for National Franchisee

CASE STUDY

A leading MGA's customer is an accomplished franchisee-owner of a national pizza operation with over 100 locations. Pizza operations range from restaurant w/ pick-up, delivery only, carry-out only, store fronts with pick-up & delivery operations. Insurance coverage is provided in 4 states and insured under a single policy for all lines of coverage.

The MGA determined it was time to consider an alternative to the traditional loss engineering approach of a series of loss control representatives scheduling appointments, writing reports for each location with recommendations. While informative, the information was too fragmented to truly evaluate or see patterns in location & regional management. The opportunities to educate were limited.

KEY LEARNINGS

- The MGA and the insured prepared a collaborative communication to location and regional management explaining the e-base survey process & orientation;
- 104 site surveys were distributed;
- **100%** of all inspection were satisfactorily **completed in 45 days**;
- MGA was able to quickly aggregate inspections findings and recommendations:
 - Identifying a series of common recommendations based on certain types of operations as well as management styles that were impacting training and loss prevention issues
 - Recommendations were completed
- Business owner quickly implemented management training and loss prevention protocols that have resulted in reduced claims.



FRANCHISEE PROFILE

National Pizza Firm w/ Delivery

1

Insurance Policy

104

Locations

4

States

OBJECTIVES

The MGA wanted a process that was responsive, educational for location and regional management and universally consistent reports and site recommendations.

The solution was ARMSVision as our processes could provide:

- Responsive and customizable inspections
- Educate local and regional management
- Visually supported reports
- Apply universally consistent site recommendations