

January 2, 2021

So.... arrived at work today and once again had a couple requests for specific software to work with a specific client on "Plan Review". There were a couple of green field projects and some renovations. The requests have been going down the last couple years as I now only see a fraction of requests covering the +/-350 of these things we do a week. It's all good news on this end... the solution we have put in place for our Plan Review Consultants easily handles all and any of the CAD/BIM projects we have been involved in... it has not fallen down once. We have been able to communicate to almost all of our corporate clients the standards we accommodate in the process, mostly NBIMS, and we don't even have to outline them... it is communicated only by name. While we have worked towards this day for a long time I must mention that it due to the AEC industry adoption of the broader scope of "interoperability" that has enabled this. It reminds me of the old days when we were building our corporate GIS on the intranet and extranet where the contracts just said OGC *MS. Now if we could just get our older engineers to buy in and understand the benefits.

Our "Insurance Plan" production is humming along. The production of these documents for +/-1000 clients a week combining information/data, obtained from client documents (the "napkins" have all but disappeared) and plan reviews, along with aerial imagery, internal GIS hazard maps, outside historic/current weather information and pertinent materials manufacturers, using another internal solution is also behaving admirably... with benefits. We are now able, through the use of technology, to perform virtual inspections and gathering of underwriting data without an initial site visit 50% of the time... the benefit to the corporate expense ratio has allowed us to continue to grow and add capacity at a rate unprecedented in the real property insurance industry.

Our suite of platform independent and mobile tools, all based on standards that the average user knows nothing about, have also shortened engineers preparation time, travel days, interruption of client time and delivery of the finished product... 40% of our visits now end with delivery of the finished Loss Prevention Report package during the exit interview and transfer of data to corporate systems without further work by the engineers.

All in all what we are seeing is a big shift in client capabilities and requirements from a few short years ago as they have realized the complete standardization of BIM combined with the many process changes implemented by the construction industry. The insurance industry is the ultimate data consumer. We don't create a lot of data beyond loss prevention standards and approval of related building products/assemblies, but we sure do gather substantial information about every client's facilities. With a shift in the construction and facility management industries from paper documents/drawings to electronic data/visualizations we have been able to capitalize on several opportunities for efficiency of our process as well as showing those clients who do not yet operate in the NBIMS cloud the benefits to doing so.

Ahhh... January 2021... from semi retired (working on this standardization thing that has been part of my day for too many years) to every day on the beach is just 7 short months away....