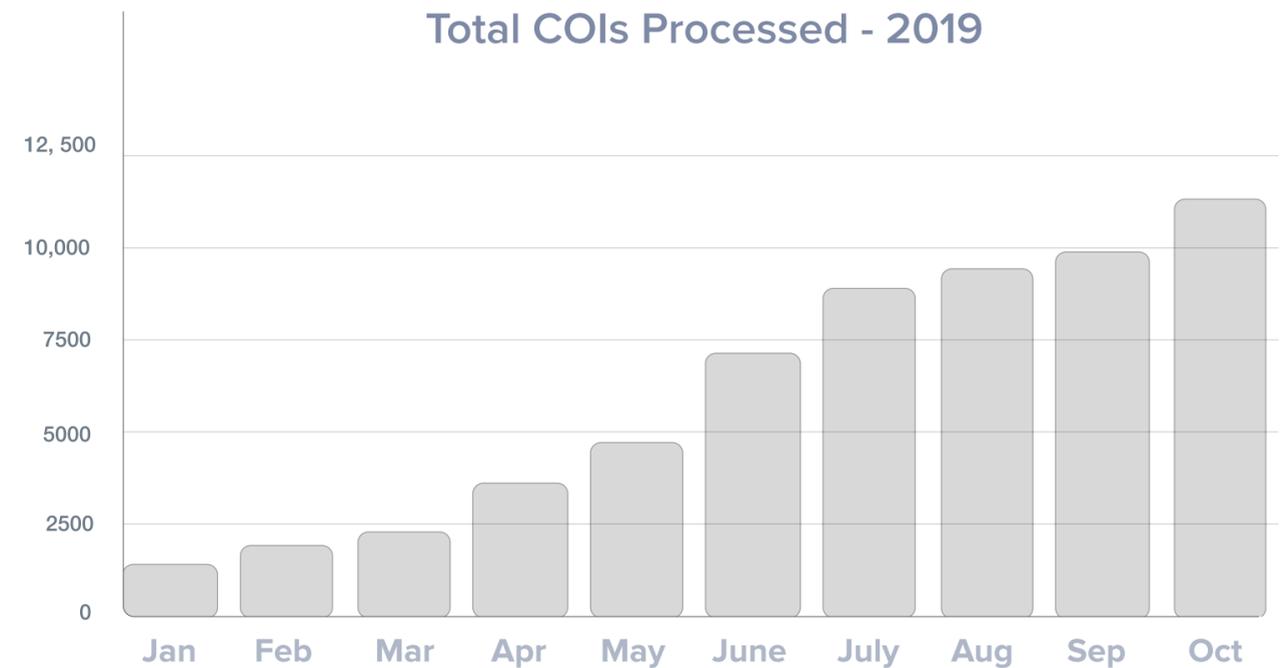


JONES |  **JLL**

Manage COIs Automatically to
Save Time and Reduce Liability

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Faced with the time-consuming task of managing a constant stream of certificates of insurance, Fortune 500 real estate firm JLL turned to an automated digital solution from Jones to put an end to this uniquely troublesome paperwork problem.





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The Challenge: The Revolving Door of COIs

In the real estate world, certificates of insurance (COIs) are a necessary evil faced by anyone who manages property. Serving as proof of current and sufficient insurance, they protect building owners and tenants against liability from the negligent acts of service providers, subcontractors, tenants, or anyone else involved with a building. As a risk management tool, they're crucial, but managing them day to day is an obligatory and time-devouring chore for property management teams. In fact, depending on the size of a building, property management teams can potentially spend 10 percent or more of their time simply collecting COI paperwork, waiting for amendments, and verifying renewals.

Because those property teams aren't insurance experts, human error can increase the risks of compliance gaps and liability issues. At the same time, COIs frustrate tenants who want to hire service providers but end up being told that no, that vendor can't come until we validate its insurance papers.

For JLL, a global leader in real estate services, tracking hundreds of COIs for a single large building and thousands across the entire company was a huge time sink. As Jason Smith, Vice President, Operations for JLL's San Francisco Property Management Team, explained, **“For one large building, we may have to manage not only 500 active and expiring COIs but also COIs for 80 tenants, each of whom may want to bring multiple service providers into the building.”**

COI paperwork is full of details that need to be confirmed and tracked, including endorsements and waivers, and the certificates often trigger negotiations about insurance levels. Traditionally tracked in simple Excel spreadsheets, COIs and their renewals, which often arrive on paper via regular mail, can stack up, resulting in confusion and delays.

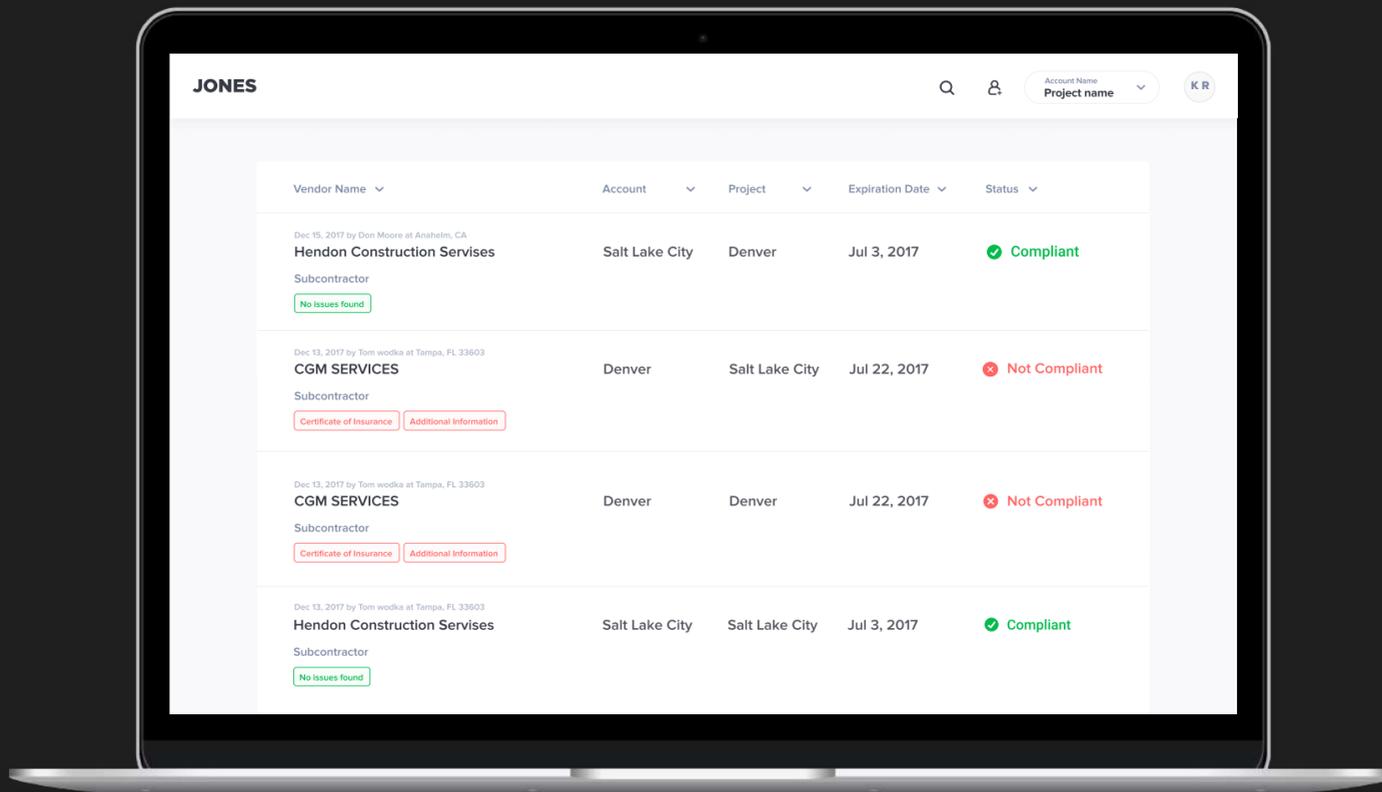
Smith and his JLL colleagues knew there had to be a better way: some sort of digital and automated platform to acquire, manage, audit, and store COIs much more efficiently.



“For one large building, we may have to manage not only 500 active and expiring COIs but also COIs for 80 tenants, each of whom may want to bring multiple service providers into the building.”



Jason Smith,
VP of Operations at JLL



The Solution:

Deploy a Digital and Dashboard-Driven COI Management System

JLL turned to Jones to see if it could save time managing COIs, improve compliance rates, and make the COI experience simpler for everyone involved. As an insurance compliance software-as-a-service management solution built specifically for real estate, Jones offers services to capture, audit, and monitor insurance requirements for vendors, tenants, and contractors.

“Jones handles the back and forth with vendors and service providers, verifies the COIs as they come in, and tracks their expiration dates.”

JLL quickly embraced the Jones concept and sat down with Jones experts to outline workflows and make sure that the system could, in fact, verify all the checkboxes on a typical COI and track negotiations as well. Now property management teams can simply upload the building’s insurance requirements to Jones, and Jones handles the back and forth with vendors and service providers, verifies the COIs as they come in, and tracks their expiration dates.

<small>Dec 13, 2017 by Tom wodka at Tampa, FL 33603</small> Hendon Construction Servises Subcontractor No issues found	Salt Lake City	Salt Lake City	Jul 3, 2017	Compliant
<small>Dec 15, 2017 by Don Moore at Anahelm, CA</small> Norman Construction Servises Subcontractor No issues found	Salt Lake City	Denver	Jul 3, 2017	Compliant
<small>Dec 13, 2017 by Tom wodka at Tampa, FL 33603</small> CGM SERVICES Subcontractor Certificate of Insurance Additional Information	Denver	Salt Lake City	Jul 22, 2017	Not Compliant
<small>Dec 13, 2017 by Tom wodka at Tampa, FL 33603</small> CGM SERVICES Subcontractor Certificate of Insurance Additional Information	Denver	Denver	Jul 22, 2017	Not Compliant

“Jones has become our intermediary,” said Smith.

“It has taken us to a new level of automation and review. What used to take us weeks, Jones can sometimes do in five minutes.”



Jason Smith

Jason Smith is Vice President, Operations for JLL's San Francisco Property Management Team, and was an early internal champion of Jones within JLL.

Kay Sheh

Kay Sheh is a Senior Property Associate for JLL in San Francisco at 101 Montgomery & 425 California St. and was an early adopter of Jones.

Compliant COI - Winkler Plumbing

We wanted to update you that your COI is compliant.
You're approved to work at the property of JLL.

Any questions? Feel free to respond to this email and
we'll be happy to help.

[Contact Jones](#)

Sent by Jones

65 East 3rd Street New York, NY 10003 United States

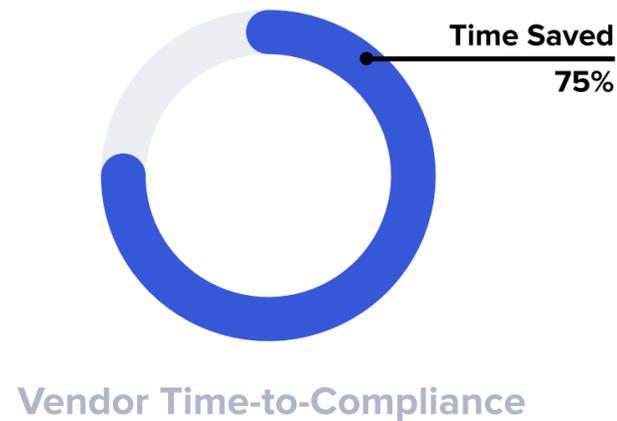
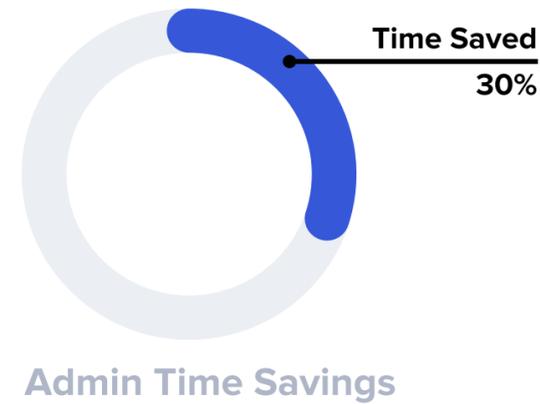
“I use it every day,”

said Jon Olson, a JLL Assistant General Manager of a Manhattan building with 31 tenants. “The dashboard is laid out simply and literally lights up green to let me see when a COI is approved.” Onboarding new tenants has become easier. “I ask a tenant for a standard COI and send them a link to which they should send it. Jones receives it, verifies it, and sends e-mail approval right away,” Olson added. Property management teams no longer have to read—and understand—insurance fine print. Jones handles it.

“We’re finding the more we use Jones, the more we get out of it,”

said Olson. In the 18 months since testing began, JLL has deployed the solution in over 300 properties. New buildings are onboarded in a few days and start seeing results in just one to two weeks. Some administrators say they’ve gotten back 30 percent of their time, about 12 hours per week, by offloading COI chores to Jones. It now takes 75 percent less time to get a new vendor’s COI verified and compliant, and JLL has seen first-time compliance rates improve by three times. Liability management has never looked like this before.

By putting the collection, verification, and renewal of COIs on auto-pilot and making it effortless for everyone, JLL has improved its tenant experience while reducing liability and improving property performance. COIs may always be a nuisance, but now they’re a nuisance that can be managed.



1st Time Compliance Rate

