# VERSITRAX Case Study:
# Migration to VersiTrax from Other Provider

In March 2015, VersiTrax was contacted by a major hotel chain with over 3,000 locations and 35,000 vendors, and establishments in the United States and several other countries throughout the world. The hotel chain had been using the same solution provider to track their vendors' Certificates of Insurance (COIs) for eight years. They had not been satisfied with their services for years, but were concerned with the amount of potential effort and costs associated with migrating to a new provider.

In addition to the concern of a lengthy migration project, other key issues and concerns that the hotel chain had with their solution provider were:

## 1

Inability to create custom reports and expand details on standard reports.

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VersiTrax's secure web-based administrator portal is one of the most customizable in the industry. From the executive dashboard, in which users can personalize widgets and their placement to see the exact data that is pertinent to them, to the advanced reporting module. The reporting section has over twenty standard reports that were developed from customer requests and industry standards over the past decade, and for those clients who have additional reporting needs, they have access to our proprietary report creation tool that allows you to create and save customized reports by just drop-and-dragging the fields that are required.

Customized Reporting

Fast & Efficient

## 2

Ineffectiveness of requesting updated COIs from vendors due to provider's system failures in which requests were properly being sent out.

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The VersiTrax workflow process that analyzes soon to be expiring COIs runs as a scheduled and secure service, and on a daily basis identified vendors are sent a request for an updated COI via e-mail (preferred) or fax. The request for the updated COI is sent sixty days prior to expiration and if the updated COI is not received within thirty days of the initial request, two additional requests are send to the vendor. If the updated COI is not received within five days prior to expiration, the client is alerted of the soon to be non-compliant vendor.

Secure Portal

Powerful Alert System

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Length of time between when vendor COIswere submitted and when they were entered into the system – in some cases it took three weeks.

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The VersiTrax system does not rely upon manual data entry where a human is keying in data from a faxed or e-mailed COI, rather our COI import and entry process is fully automated.  We developed our Advanced OCR 3.0 © Technology, which allows for e-mailed and faxed COIs to be imported and available within our system in fifteen minutes of being submitted with approximately 99.98% accuracy.  A strategic factor to our scalable, robust and powerful system is that our solution is built on Amazon Web Services (AWS), which allows VersiTrax to virtually never have downtime or performance issues.

Speed and stability of provider's system was not optimum and far from business-class quality.

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Any migration to the VersiTrax system from other providers is extremely painless and very cost effective, because the entire onboarding is free.  The process was very straight-forward and required minimal effort for the hotel chain.  The only effort for the hotel chain was to request that the current provider export all vendors as an Excel or .csv file and export all COIs as Adobe .pdf files, which is the industry standard.  VersiTraxwas able to successfully load all vendors and import all COIs utilizing our industry-leading Advanced OCR 3.0 © Technology to scan and store all certificate data within our secure system's database for reporting and COIs request workflows.The entire onboarding took three days and the amount of effort for the client was minimal (less than threehours).

For more information on VersiTrax COIs tracking system powered by our Advanced OCR 3.0 © Technology on the AWS platform, please visit us at www.VersiTrax.com or call us at (414) 376-8688.

PEACE OF MIND, SIMPLIFIED

VERSITRAX