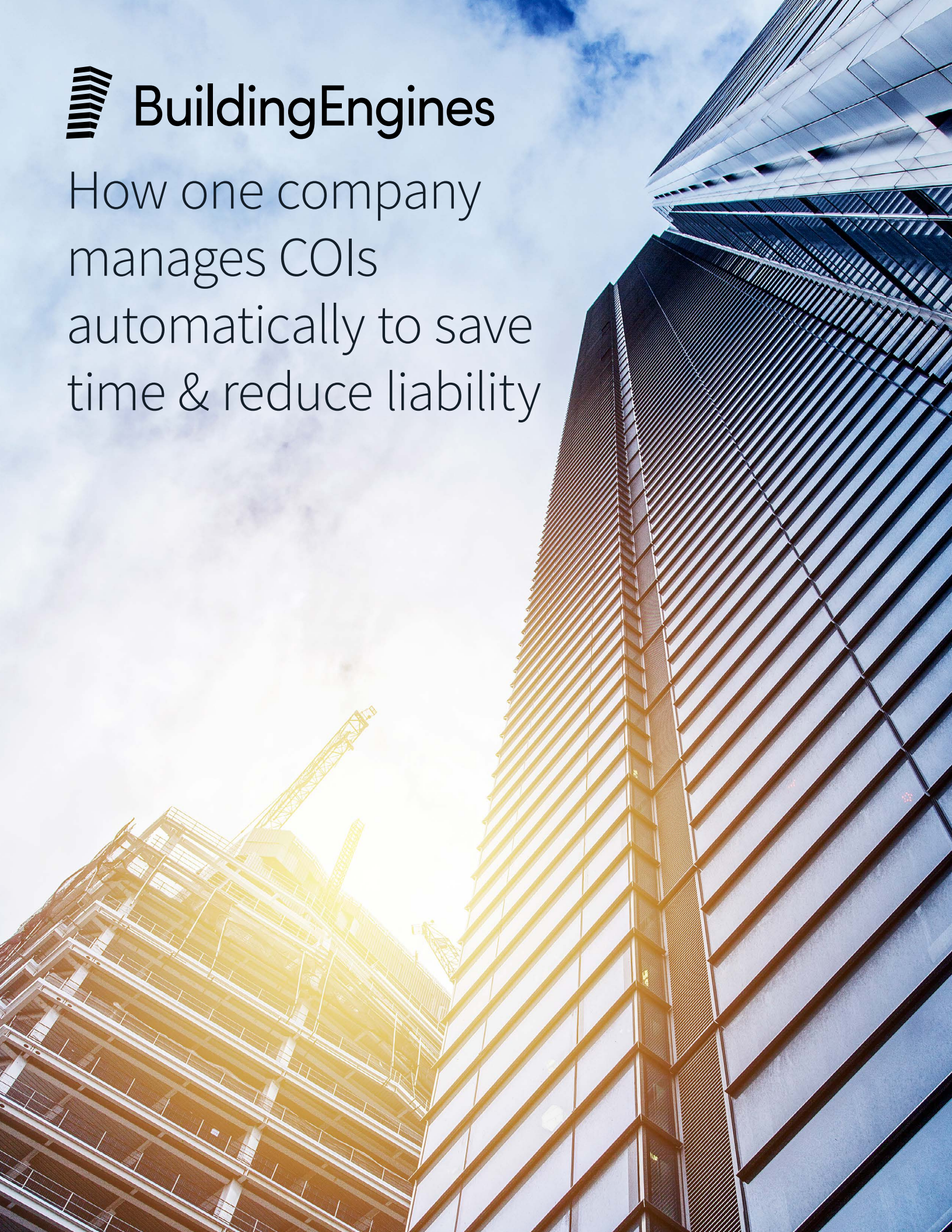


 **BuildingEngines**
The logo consists of a stylized icon of a building facade with horizontal lines, followed by the text 'BuildingEngines' in a bold, sans-serif font.

How one company
manages COIs
automatically to save
time & reduce liability



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

Vice President of Operations



! The challenge

For a global leader in real estate services, tracking hundreds of COIs for a single large building and thousands across the entire company was not only a huge time sink, but it created unnecessary stress for property teams.

As the Vice President of Operations for a 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.

The VP of Operations and his 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.

💡 The approach

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

Now the property management team 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.

Most importantly, Jones automates the auditing process and cuts exposure due to human error. Jones uses artificial intelligence to assist property teams with the insights and decision-support needed to accurately identify gaps in exposure and resolve them with ease.

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

Assistant General Manager

Seeing a brighter way

“I use it every day,” said the company’s 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.”

Property management teams no longer need to read and understand insurance fine print, Jones handles it.

By putting the collection, verification, and renewal of COIs on autopilot and making it effortless for everyone, the company 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.

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My favorite aspect of Jones is knowing that all of our vendor and tenant COIs are achieving real compliance, which is great for us and the client.

Assistant General Manager

