

TRANSFORMING CONTRACTOR MANAGEMENT

with Recochain's AI/ML Technology

About the Customer

Our Customer is a leading provider of Essential Safety & Compliance and Contractor Management Services, trusted by over 400 clients and managing more than 13,000 commercial properties across Australia.

Recognized as industry experts, they are influential members of prominent organizations like the Fire Protection Association Australia, Property Council of Australia, National Fire Industry Association, and Facilities Managers Association, regularly providing updates on the latest industry changes.

Business Challenges

The customer faced significant challenges in manually reviewing a vast array of documents to verify their currency and validity before onboarding contractors. With approximately 10,000 documents to verify monthly, the typical types were:

- Public Liability
- Work Cover
- Professional Indemnity
- SWMS (Safe Work Method Statements)
- Licenses
- Vehicle Insurance
- Police Check/Clearance
- Flu Vaccinations

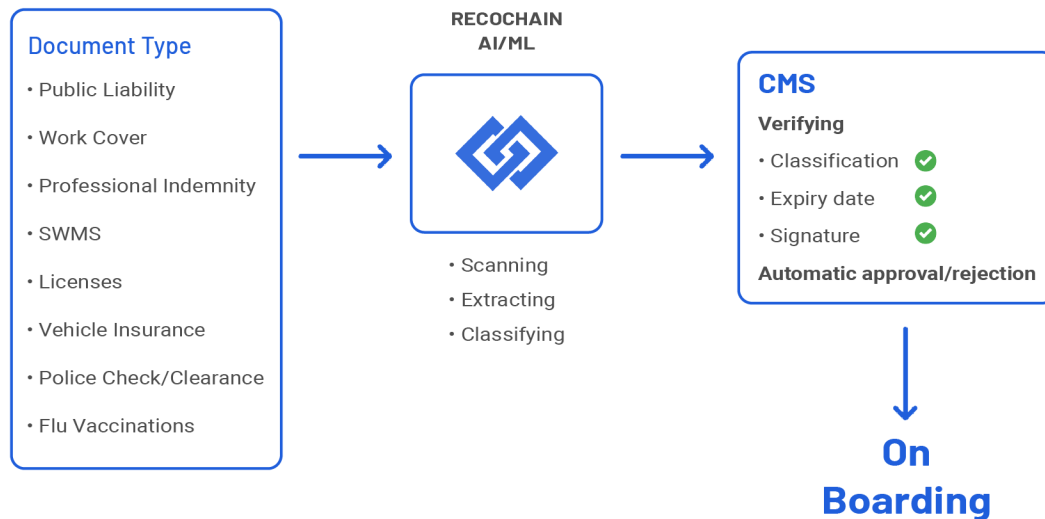
Key challenges included:

- **High Costs:** The manual verification process required substantial manpower, driving up onboarding costs.
- **Scalability Issues:** As the business grew, the onboarding process couldn't keep pace, causing severe delays.
- **Error-Prone Processes:** Manual verification was susceptible to errors, impacting service quality and customer satisfaction.

The Solution:

To address these challenges, the customer integrated Recochain's AI/ML Technology and Retrieval Augmented Generative AI with their existing Contractor Management System(CMS). This integration enabled the system to:

- **Automate Document Identification and Verification:** The AI/ML technology automatically identifies document types such as Insurance, SWMS and Professional Indemnity, and verifies their validity and currency
- **Streamline Onboarding:** Valid documents trigger automatic onboarding of contractors, while missing or outdated documents are flagged for manual review.



The Result:

- **Cost Reduction:** Lowered onboarding costs by minimizing manual labor, by 40%
- **Improved Scalability:** Efficiently managed the growing volume of contractors
- **Enhanced Accuracy:** Reduced errors through automation by 30%
- **Higher Customer Satisfaction:** Improved service quality and faster onboarding

GOAL

Streamline the contractor onboarding process by Automating document verification to reduce costs, improve accuracy, and enhance scalability

STORY

A leading provider of Essential Safety & Compliance and Contractor Management Services faced challenges in manually verifying around 10,000 documents monthly. This labor-intensive process was costly, prone to errors, and struggled to keep pace with business growth.

SOLUTION

Recochain's AI/ML Technology and Retrieval Augmented Generative AI were integrated with the existing Contractor Management System(CMS). This enabled automated identification and verification of document types, ensuring the currency and validity of contractor documents.

IMPACT

This innovative solution delivered significant benefits

- **Reduced Costs:** Automation minimized the need for manual labor, lowering onboarding costs by upto 40%
- **Enhanced Scalability:** The system efficiently handled the growing volume of contractors, keeping pace with business expansion
- **Improved accuracy:** Automated processes reduced errors, ensuring higher service quality by 30%
- **Increased Customer Satisfaction:** Faster , more accurate onboarding improved overall service delivery, enhancing customer satisfaction.