

Challenges of a Providership *A Case Study*



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“We were searching for a way to increase process efficiency and provide a more quality service to our clients. We felt that if we did not move quickly, we would be left behind.”

We conducted a brief interview with a providership, IBS Advisors, to learn more about their business. Please see below a summary of our conversation with their managing director, Brett Dillon.

Tell us about your business

We are a QA Providership for independent raters, focused primarily in the Texas and Maryland market. We pride ourselves on providing a quality service and raters know that.

For more information, visit their website: <http://www.ibsadvisorsllc.com/>

What were the key challenges that led you to switch to Ekotrope?

As a provider, we are focused on the success of our clients: the raters who are in the field testing house designs. Our challenges included:

We lacked transparency with raters

- *At the end of the day, I just want to go to bed and not have to worry about if these people get the work done that they were supposed to get done*
- *We did not know where raters were in their rating process and raters did not know where we were in our QA process*

Time was wasted due to inefficient workflow

- *Many tasks were unnecessary and redundant*
- *Files needed to be stored on our own server, adding admin time and risk*
- *Countless emails were being sent back and forth*

Our clients were not happy

- *Raters were unable to provide quality work*
- *Ratings took longer and were less satisfying to complete due to a poor user interface*

My employees were not happy

- *Our culture is built around doing what we love and loving what we do. Our old software did not enable us to maintain that culture*
- *The atmosphere sank when raters submitted large amounts of files due to a convoluted interface and repetitive tasks*

How did you use Ekotrope to solve these problems?

We looked for a solution that aligned with our goals and culture. We realized that Ekotrope is not just a software. It comes with a knowledgeable and dedicated team, determined to make my life easier. Using Ekotrope, we were able to:

Foster improved visibility with our raters

- *We know what raters are working on and vice versa*
- *This transparency brings a level of accountability for both sides, making it easier for raters to trust us*

Increase productivity and profitability

- *It now takes **5 - 7 minutes** to process a rating with Ekotrope (compared to **25 - 35 minutes** processing a REM/Rate file)*
- *Higher accessibility. We did a field QA on an iPad*

Make our raters happy

The tool is really life changing for the raters

- *We have one rater who has told us repeatedly that using Ekotrope in the field **cuts his processing time by 50%**. This is achieved using the modern interface as well as time-saving features like the auto signature*
- *Every single rater is amazed at the user experience*

Boost employee morale

- *Our people are happier using Ekotrope than the previous software*
- *When we get slammed with a rater whose dropping 50-100 Ekotrope rating files on us, the employees are content*

Why did you switch now?

People are skeptical of change. Some believe that if they are doing okay, they don't really need to change. However, as others adapt to new market forces, the people unwilling to change will be the ones left behind. We did not want to lose business by holding on to a more expensive, subpar service.

Was it difficult transitioning to a new tool?

Transitioning to a new tool after using the same old one for a long time is usually not an easy adjustment. Thankfully, the Ekotrope team made this transition incredibly easy.

It took my team 25 - 45 minutes to start using Ekotrope

It took each user 2 - 5 ratings to truly get comfortable

We produced a course to teach raters how to use Ekotrope

- *It takes **60 - 90 minutes** to train users with experience using REM/Rate on how to use Ekotrope*
- *For users with no experience using other rating software, it actually take less time- **45 minutes** to train, due to the simpler user design of Ekotrope*

Let's Talk

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