



CASE STUDY:

MULTI-LOCATION ONBOARDING IN 1 WEEK: THE COWAN GROUP



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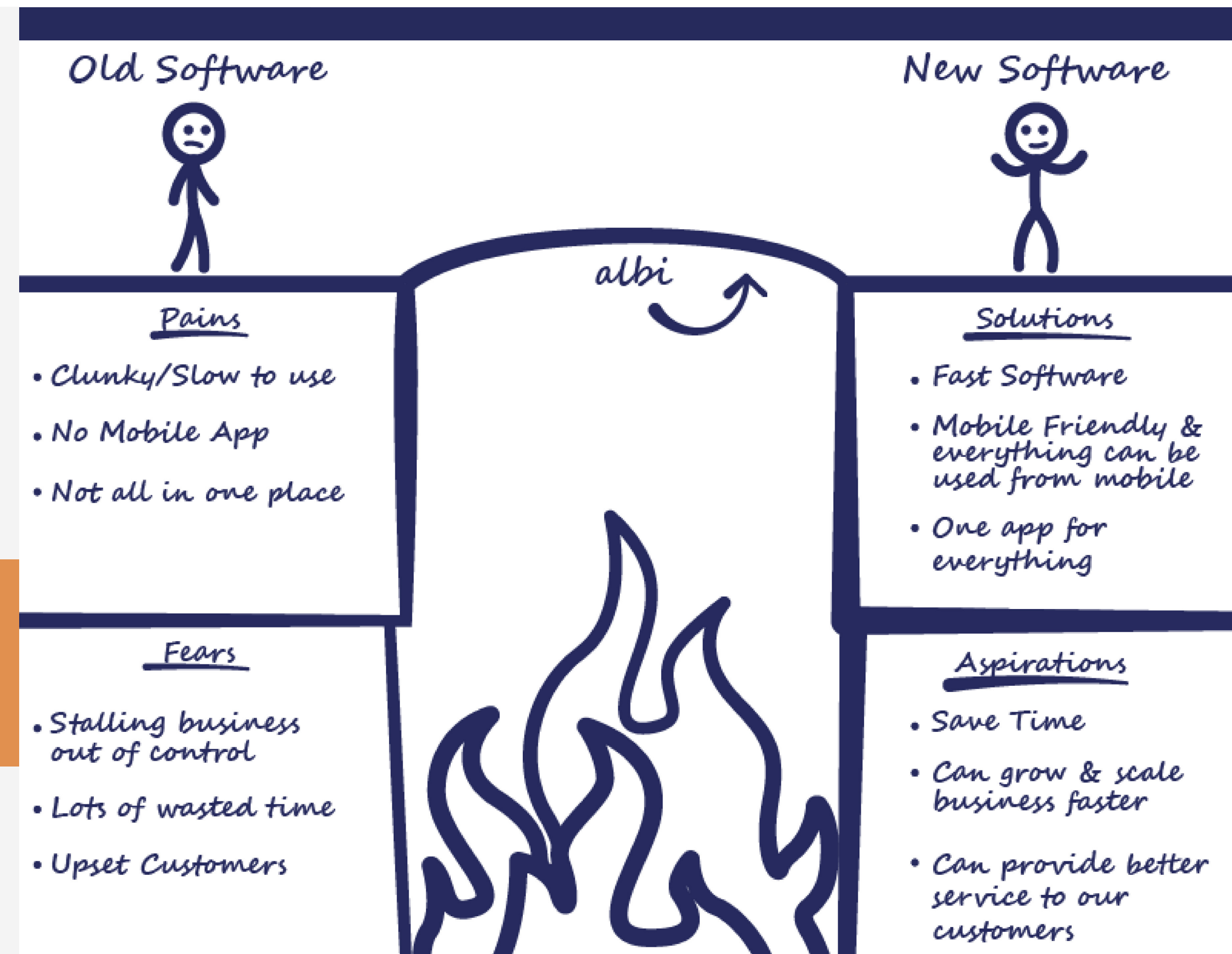
Cowan Restoration, Australia's largest privately held restoration company, operates **23 offices nationwide**. In May of 2022, the Cowan executive leadership team decided to replace their proprietary software with Albiware. Ops Manager, their custom-built software solution, was developed by Cowan over 15 years ago. The past 15 years, Cowan has contracted 3 full-time developers to continue maintaining this platform. Even with a full-time maintenance staff Ops Manager had become outdated. It was slow and hard to use, due to the consistent stacking of complicated features on top of each other.

The speed and user interface issues led

to the loss of visibility, and the ability to respond to consistently decreasing KPIs. Cowan leadership felt this lack of visibility was reducing customer satisfaction, company morale, and company efficiency. The most critical loss was the ability to make informed business decisions.

Cowan was the perfect client for Albi as ***Albi's mission is to empower restoration companies to embrace innovative technologies by making it simple and accessible to grow and scale their businesses.***

Cowan was desperate to find a solution to their business pains and knew that without it, they couldn't maintain their aggressive growth.



MANAGING DIRECTOR
COWAN RESTORATION SERVICES **PETER COWAN**

**“WE’RE THOROUGHLY IMPRESSED WITH HOW THE ALBI
TEAM WAS ABLE TO QUICKLY ONBOARD OUR LARGE
TEAM AND TRANSFORM THE WAY WE DO BUSINESS”**





PRE-IMPLEMENTATION (JULY 24TH - OCTOBER 3RD):

Pre-implementation began in L.A. where our onboarding specialists met with the Cowan leadership team. This pre-implementation meeting was to lay the foundation for the implementation methodology. A successful software implementation starts with identifying and understanding the business's core processes. These core processes should be formed into a visual process map. Visualizing Cowan's process flowchart led to a number of revelations into some gaps in their current job flow. This exercise gave leadership the opportunity to restructure breakdowns in their operations and refine SOPs prior to go live.

After the initial process mapping, our data transfer team connected to Ops Manager. We mapped out their existing data to identify gaps to ensure there were no issues integrating their legacy project data.

The first deliverable from Cowan was to send a list of documents, staff members, and equipment.

TRAINING & GO LIVE (OCTOBER 3RD - 10TH):

Albiware assembled a team to go “down under” and onboard Cowan in one week at Cowan's request. This would be a record breaker to Albiware's typical 30-day enterprise implementation process.



ALEX

CEO



MARGARITA

CUSTOMER SUCCESS
TEAM LEAD



SHAMOIL

CTO

TRAINING

DAY 1

Melbourne, Australia - An initial meeting between each team's leadership was called immediately after arrival at Cowan's main headquarters. The outcome of this 9 hour intensive training was a solidified integration plan. Breaking down each process, the teams mapped each area of the initial flowchart and it's corresponding point in Albi.

The next step was to plan and execute an efficient training schedule for Cowan's 250+ employees. A critical key to success in training an organization with 23 locations and hundreds of employees, was to create a **clear timetable of deliverables in each level of the company.**



BEN SMART VICTORIA STATE MANAGER,
COWAN RESTORATION SERVICES

**“THE MAIN GIST OF (THE TRAINING) WAS DONE IN
A WEEK DURING ONBOARDING.”**





KRISTY VOLOVIK

MAJOR LOSS REP, COWAN RESTORATION SERVICES

“THE TRANSITION INTO ALBI WAS VERY SMOOTH!”



DAY 2-5

Alex and Margarita each began training the Cowan employees. 4 different training sessions were repeated 4 times during the week, split up between the various staff roles. The training sessions were split up into: Admin training (corporate headquarters) ops training (team coordinators and schedulers in each office), technician training, and invoicing training. Part of the team split up to go to a few other main hubs of Cowan’s operations to train. By the end of the week, all 200 employees had been trained and ready to go live. During this time, Shamoil led the data team in mapping the transfer data from Ops Manager into Albi. Day 5 at 7 p.m. was the cut-off date, and Ops Manager shut down.



SHAMOIL SONI

CTO, ALBIWARE

“TRANSFERRING THE DATA WAS A TEDIOUS TASK. THE EXISTING SYSTEM WAS CODED BY FREELANCE DEVELOPERS IN AN OVERLY COMPLICATED WAY. THEY WERE ALSO UNWILLING TO PROVIDE SUPPORT THROUGHOUT THE PROCESS. IT TOOK HOURS FOR US TO UNDERSTAND HOW THE CURRENT SYSTEM WAS MAPPED, HOWEVER, IT WAS REWARDING TO SEE EVERYTHING COMPLETED.”

DAY 6

Shamoil led the data transfer team in the final data dump. Albi goes live with all of the data from the old system, including photos, pdfs, invoices, and much more.



GO LIVE

On the Monday morning of “go live”, the entire leadership team assembled expecting significant hurdles and issues popping up given the massive change. Surprisingly, the transition was smooth and no major issues occurred. A couple of employees had minor areas that were needed to be retrained on, however, there were no major roadblocks.

WHAT'S NEXT?:

The successful launch of Albi to Cowan Restoration proved the product market fit of Albiware within the Australian restoration market. Albi realized the tremendous potential of empowering Aussie restorers to embrace innovative technologies by making them simple and accessible. Albi is already in talks with major insurance carriers in Australia and integration with Endata, Australia's primary claims management platform. Many major Australian insurers have already approved Albi's reports.



“I EXPECTED PHONE CALLS, EMAILS, THINGS TO GO WRONG. NOTHING WENT WRONG. WE HAD OUR FIRST JOB ON THE WEEKEND AND THE GUYS PUT IT IN, WENT TO THE SITE, DID A REATTENDANCE, WITHOUT ANY PROBLEMS AT ALL.”



BENJAMIN SMART, VICTORIA STATE MANAGER, COWAN RESTORATION SERVICES