



CASE STUDY

**Industry**

- HBF
- Consumer

**Challenge**

- Inspection turnaround times
- Builder frustration
- Potential for lost information & miscommunication

**Solution**

- Built Inspection Services
- Streamlined communication
- Centralized platform for borrowers

**Results**

- Increased customer satisfaction
- Improved reporting

**Built has exceeded my expectations. I continue to be impressed with all the new features Built is working on and what is to come for 2021.**

**Jennifer Green**

Construction Loan Administrator

# Provident State Bank Secures Built Inspection Solutions for Enhanced Customer Experience

Provident State Bank added Built Marketplace to their offering after learning about Inspection Services capabilities. Once they adopted Built Marketplaces' Inspection Services, they've seen positive results from increased transparency, streamlined reporting, and the ability to enhance their customers' experience.

## The Challenge

Turnaround times on inspection requests were getting longer, causing builders to become frustrated and increase communication frequency. Limited external resources prohibited them from being able to provide the service they wanted to their growing client base. Following continued frustrations across all parties involved on projects, Provident State Bank knew that they needed a new solution to manage their progress inspections.

## The Solution

Once Provident State Bank learned about Built's Inspection Services capabilities, it was clear that this would be the service they needed to improve turnaround times and manage inspection invoices with ease. As they continue to manage communication on all sides of construction projects, Provident State Bank has seen increased customer satisfaction as a result of centralized information from trusted inspectors. With Built, any party involved on a project has access to the same documents, inspection information, draw requests, and more. In using Built Inspection Services for consumer and builder-financed construction projects, the process has become more efficient and "not so time consuming" for their team.

In addition to benefiting from Built Inspection Services, Provident State Bank also cites Built Insights and reporting features as greatly beneficial for their construction loan administration processes. They're able to generate reports with specific information, as needed, providing powerful data to be used whenever necessary.

## The Results

Built has helped Provident State Bank with efficiency, tracking, and reporting. Everything that occurs within the platform is then accessible by any party involved in the lending process—which enabled the Provident State Bank team to improve their customer service capabilities. Following the adoption of Built's Inspection Services, their team has been able to increase inspection coverage and decrease inspection turnaround time to an average of 1.5 days and made that process more efficient.

	<b>Improved Reporting</b>		<b>Increased Customer Satisfaction</b>
	<b>Increased Inspection Coverage</b>		<b>Decreased Inspection Turnaround Time</b>