



**LOWERS
& ASSOCIATES**
International Risk Mitigation Partners

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Kristopher Keefauver,
Director of Client Relations

BACKGROUND

Lowers Risk Group (LRG) provides comprehensive enterprise risk management solutions to organizations operating in high-risk, highly-regulated environments and organizations that value risk mitigation. LRG places an emphasis on protecting people, brands, and profits from avoidable loss and harm through a strategic, focused approach to risk assessment, compliance, and mitigation.

Lowers & Associates (L&A) specializes in providing enterprise risk mitigation and consultation to a number of industries including financial institutions, cash-in-transit, and jewelry stores. This is done through a combination of risk assessments, compliance surveys, and surveillance for high liability and high value assets.

ADDRESSING A NEED FOR CHANGE

Previously, Lowers & Associates conducted these risk assessments and compliance surveys manually, in a non-electronic format. Recognizing the need to change with technology, L&A sought out a way to conduct the assessments electronically to allow for improved consistency, quicker report turnaround to the quality control department and to the client, and an all-in-one report repository. Kristopher Keefauver, the Director of Client Relations at L&A, conducts these assessments, as well as oversees and manages the operations department. A primary focus of his department is to analyze current business operations and identify inefficiencies or areas for improvements.

"Prior to CompWALK, we were doing everything manually," says Keefauver. "Onsite surveys would be done with ink and paper and we would have this paper trail..."

continued...



In order to generate a report, surveyors would have to transcribe what's on paper to an electronic document; typically, Microsoft Word or Excel. This document would then get emailed to the quality control department to be reviewed. If there were any discrepancies or clarification needed, the document would be sent back to the surveyor, updated, distributed back to the quality control department, and then finally distributed to the client.

UNCOVERING ORGANIZATIONAL EFFICIENCIES

Kris addressed these time consuming, manual tasks with the NextLOGiK team and discussed opportunities to improve internal operations, prevent disjointed communication and reduce the time and resources to complete a survey cycle. By utilizing CompWALK for small to midsize businesses (SMB), Kris' team began conducting digital surveys onsite, in real-time.

"CompWALK has created efficiencies in a number of ways. The system has reduced the amount of back and forth during surveys as well as the amount of time spent transcribing reports from paper to electronic copies" says Keefauver. "We can go into a facility and use a tablet to do everything on demand."

Kris' team has found great value in the canned comments feature of CompWALK, citing that around 90% of their surveys use this feature. Often, surveyors have similar answers to questions and we were writing and typing these answers out over and over again. Canned comments provide surveyors a dropdown menu of common responses to each question that, once selected, is entered as a comment to that question in a fraction of the time. The system still allows for unique responses to be entered by using free-form text.

By using CompWALK, L&A is able to communicate more efficiently internally and externally. Risk assessments are conducted online and documents are shared in real-time between surveyors and the quality control department. Leading to a report to now be generated and delivered to clients in less than half the time.

FUTURE PLANS

As L&A continues to roll out CompWALK to their customers, they expect to experience additional organizational efficiencies, saving them time and resources throughout their risk assessment processes. The risk management group implemented CompWALK SMB, and as L&A's use and returns increased, they have begun customizing aspects of the system, tailoring it to fit L&A operation's needs. Kris noted the flexibility of the platform below, which allowed L&A to test out CompWALK SMB before investing in a more customized solution.

"We've had a very positive experience with quick turnaround times, from the developers, sales team, and everyone up the chain – all the way to Kirk (NextLOGiK's CEO)" said Kris.

L&A looks forward to discovering new ways to improve processes that will in turn benefit their clients.