



**TRAVIS**  
ENGINEERING

# Delivering Excellence in Damage Assessments:

## A TRAVIS Engineering Success Story

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## Introduction:

On August 5, 2024, Calgary experienced a severe hailstorm, leaving numerous properties damaged and insurance companies overwhelmed with claims. TRAVIS Engineering was engaged by a local Insurance company to conduct damage assessments on affected homes, providing timely, accurate, and detailed reports that were crucial for the claims process. As the Director of Sales Operations, I played a pivotal role in coordinating our team's efforts, ensuring that we exceeded client expectations.

## The Challenge:

Our client, a major Insurance company, faced a massive influx of claims following the hailstorm, requiring immediate and thorough damage assessments. The challenge was not just in the volume of work but also in the need for precision and efficiency to ensure that all claims were handled correctly and in a timely manner.

## My Role:

As the Director of Sales Operations for Western Canada, I was responsible for overseeing the project from start to finish. This included:

- Coordinating with the Insurance company to understand their specific needs and expectations
- Strategically allocating resources to ensure that our team could manage the large geographic area affected by the storm.
- Implementing a communication plan that kept all stakeholders informed and engaged throughout the process.
- Leveraging my background in business development to streamline operations and ensure that our services were delivered efficiently.

## The Outcome:

Through meticulous planning and execution, TRAVIS Engineering was able to complete over 30 urgent inspections within the first week, providing the Insurance company with a cross-section of data to assess the overall impact of the storm. Our team delivered 25 estimates per day, consistently meeting deadlines and maintaining the high standards of quality that TRAVIS Engineering is known for. The feedback from the Insurance company and the insured parties was overwhelmingly positive, with many clients expressing gratitude for our communication and thoroughness.

## Conclusion:

This project not only demonstrated TRAVIS Engineering's expertise and reliability but also showcased my ability to lead a team in challenging circumstances. By aligning our services with the client's needs and maintaining a focus on excellence, we were able to strengthen our relationship with the Insurance company and set a new standard for damage assessment in the industry.

This case study serves as a testament to the value I bring to my role and the impact of strategic leadership in driving business success.