

AssetWorks Success Story: Association County Commissioners of Georgia (ACCG)

Responsive Service and Accurate Property Appraisals Make the Difference

The AssetWorks Advantage

When our customers succeed, we thrive. That's why we at AssetWorks help customers, large and small, gain greater control over risk exposures with configurable, innovative solutions. By combining highly-skilled valuation and risk management consultants, lightning-fast implementation services, and state-of-the-art technology, AssetWorks helps organizations mitigate their loss potential, reduce the total cost of risk, and streamline cumbersome workflow challenges.

ABOUT ACCG



177 MEMBERS

in their
Intergovernmental
Risk Management
Agency (IRMA)
program



**OVER 5,400
BUILDINGS**

appraised across
29 counties



**75 HISTORIC
BUILDINGS**

OVERVIEW

The Association County Commissioners of Georgia (ACCG) is a nonprofit instrumentality of Georgia's 159 county governments. It supports member needs with a wide range of services, including insurance coverage, in the quest to protect Georgia's counties from risk. In 2022, ACCG selected AssetWorks to perform their latest property appraisals. This has helped them gain new control over their property data, resulting in greater data accuracy and confidence, and better risk mitigation.

"AssetWorks meets our deadlines and notifies us of any issues. When we need assistance, there's an instant response, which has been really refreshing. Even if our AssetWorks rep can't answer the call, he sends me a quick text that he will be back in touch as soon as possible. When we began the appraisals, he gave me weekly updates of what was going on, which really helped ease my mind as we transitioned to this appraisal firm."

Dena Stewart, Property & Casualty Manager, ACCG Insurance Programs

GOALS

**New confidence
in appraisal
data accuracy**



ACCG wanted the assurance that building appraisal data was up-to-date thorough, and accurate, to ensure members had full insurance coverage and appropriate insurance premiums.

**Responsive
project
communication**



When questions popped up during an appraisal project, ACCG needed to know they'd be taken seriously and answered in a timely fashion.

**Data outputs to
be integrated
smoothly into
in-house
systems**



ACCG needed appraisal data outputs that were compatible with their underwriting system, and experts who understood how to make it happen. To save time, ACCG also needed data in the correct format to submit to their reinsurers.

ACCG FINDS THE CUSTOMER SERVICE AND DATA CONFIDENCE THEY NEED

1

Responsive project management for the win

Weekly meetings and speedy response times from AssetWorks staff loop ACCG into the project's progress and increase confidence.

2

"Boots on the ground" get it done right

Because of AssetWorks' powerful customer service, ACCG always knows which valuation consultants are on the job, the members they're appraising, and that the data they're gathering is on-point.

3

All buildings accounted for on Counties' SOV

AssetWorks' expertise helped ACCG account for additional property owned by the County, meeting the appraisal thresholds.

4

Partnership service model saves ACCG time

AssetWorks acts hand-in-hand with ACCG, working to get the organization the data it needs, in the way it needs it, for user-friendly uploads on the back-end.

"Our AssetWorks representative has been so accommodating. He bends over backwards to help in every way he can, to make this relationship possible and to get us to the comfort level that we have in AssetWorks—not only with the appraisals, but for our future relationship, as well."

Dena Stewart,
Property & Casualty Manager, ACCG

"The care that AssetWorks gives... The 'we're in this with you' attitude... That 'we're your partner, and we're part of your organization'... It's having that relationship and that promise to enhance the services we provide to our customers. It's knowing that our buildings are valued properly so we're covered in the event of a claim. In the end, it boils down to having confidence in your numbers for reinsurance purposes."

Dena Stewart, Property & Casualty Manager, ACCG

