Transforming commercial property inspections

Insurers often must place their trust in property data without setting eyes on the risks they are covering. Customer expectations for speed when quoting a price for a new policy or renewal means limited time to send out a field representative. Geographic distance, poor weather, or a pandemic such as COVID-19 can also make an on-site inspection impractical. Aware of these barriers, Verisk introduced its OneXperience™ platform for commercial property insurers, agents, and policy-holders to conduct virtual inspections. This can include real-time engagement as well as sharing of photos, videos, and forms.

**Expertise and convenience combined**
Recognizing there is no substitute for trained field staff with hazard recognition expertise, Verisk has designed a new service that combines the convenience of OneXperience with the skills of its nationwide network of field representatives.

The OneXperience Virtual Survey is a cutting-edge solution that allows Verisk field reps to leverage OneXperience to conduct virtual inspections remotely. Field reps guide property owners in a real-time inspection that gathers the detailed information insurers require on construction, occupancy, public and private fire protection, and exposure, also known as COPE.

**400+** Highly trained survey professionals

**12+** Average years of experience in the field
The future of survey services
Verisk has the technology and staffing to offer OneXperience Virtual Surveys that deliver actionable data affordably, conveniently, and speedily.

How it works:

CONNECT
Policyholder is sent a link (text or email) for a live video call

INSPECT
Policyholder and field rep tour the building

IDENTIFY
Field rep targets any hazards or issues and captures the details

REPORT
A report is created, delivered with risk-specific questions and captured images

OneXperience Virtual Surveys are ideal for less complex and lower hazard risks, including:

- Offices
- Commercial habitational (condos and apartments)
- General mercantile
- Restaurants, taverns, and bars
- Churches and institutions
- Non-sprinklered warehouses

On-site surveys will be reserved for more complex risks, including:

- Strip malls
- Manufacturing
- Warehouses with automatic sprinklers
- Multi-occupant properties

Find out how the OneXperience Virtual Survey Service can streamline and empower your underwriting: