



## Case Study

# Insurance Verification for Authorized Dealers

*How a Fortune 50 Telecom Business Gets  
Their Authorized Dealer Franchises Compliant  
with Corporate Insurance Requirements*





## The Problem

A Fortune 50 telecom provider has a large and mature network of authorized dealers. Although they are independent operators, they are significant representatives of the company's brand and, for many consumers, indistinguishable from their retail stores.

The telecom business' authorized dealers face many partnership requirements, including required insurance coverage. Long-time dealers found the program to be excellent, and compliance with all the requirements was very high. When the telecom company experienced a surge in dealer volume, however, they unfortunately saw a decrease in response rates to COI requests.

In addition, with hundreds of authorized dealers operating from one to hundreds of storefronts, the company lacked the visibility to determine where best to focus their efforts to improve compliance and reduce risk and cost.

The verification team found themselves overwhelmed dealing with individual dealers on outreach and remediation to get them back in compliance.

*The telecom business needed to modernize their program to increase efficiency and visibility so that they could focus on mitigating the financial risk within the dealer network.*

They were preparing to build a program themselves using internal resources when they learned about Evident. In the end, they selected Evident to equip their insurance verification program for the future.

# The Solution

With Evident's insurance verification solution, the telecom company was able to digitize each element of every Certificate of Insurance (COI) they collected from their authorized dealers and automatically report against the data so they could authoritatively verify the insurance coverage against their policy requirements to identify gaps in coverage.

Evident helped the telecom company understand the detail of each non-compliant dealers' coverage gaps and provided specific recommendations to address the gap, including fulfillment through a broker.

Evident even helped the telecom company analyze and refine their insurance requirements to reduce cost to dealers without impacting risk to the telecom's corporate entity.

In the end, Evident helped the Fortune 50 telecom business achieve material discounts on insurance premiums to the tune of 5%, and increased their compliance rates by 800% within the first 3 months of implementation.





## Evident is on a mission to fundamentally reshape how enterprises view and manage franchise and third-party risk.

We're helping our customers make their businesses safer through automation, and saving them time, money, resources, and headaches in the process.

Evident's Insurance Verification-as-a-Service technology solution automates the collection, analysis, decisioning, and reporting of third-party insurance to help our customers make fast and informed decisions about engaging new authorized dealers and third-party vendors, all without compromising their privacy.

Our game-changing technology eliminates the friction involved in traditional risk management operations and compliance processes by connecting the entire ecosystem of enterprises, third parties, brokers, and carriers to close supply chain coverage gaps. As a result, Evident's customers significantly reduce risk by improving their authorized dealers' and franchisees' compliance with corporate insurance requirements.

**For more information, visit [evidentid.com](https://evidentid.com)**