VirtuSpect Transforms Property Inspections with Axon Ivy

VirtuSpect
Inspections as a Service

Business Context

VirtuSpect, a pioneering SaaS platform for intelligent property and asset inspection management, chose Axon Ivy's digital process automation platform to revolutionize traditional inspection workflows. The financial services industry, particularly lending institutions, faced significant challenges with conventional inspection methods that were both time-consuming and resource-intensive.

At a glance

Measurable success with Celtic Bank:

Now processing 100+inspections / month

From days to <1 hour
for inspection completion

Significant increase
in employee and customer satisfaction

> "Partnering with Axon Ivy has been fundamental to VirtuSpect's success, equipping us to deliver exceptional service while meeting the rigorous demands of the banking vertical market. We look forward to continued innovation on Axon Ivy's platform as we expand into new markets and drive further operational excellence for our clients."
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> **TIM HARRIS, CEO VirtuSpect**

Challenges

Financial institutions faced significant hurdles in their traditional inspection processes. Manual workflows and heavy reliance on external inspectors led to extended loan processing times and increased costs. Email-based communication created bottlenecks, while the lack of standardization in inspection procedures made it difficult to maintain consistent quality across different types of assessments.

Solutions

VirtuSpect developed a SaaS platform for intelligent property and asset inspection management, built on Axon Ivy's digital process automation platform. This comprehensive solution transforms traditional inspection workflows through intelligent automation and seamless integration capabilities. Core Features:

- Customizable user experiences across multiple industries (banking, insurance, healthcare, government)
- AI-powered inspection report summaries for faster decision-making
- Integrated third-party systems for payment processing and virtual inspections
- Flexible workflow management supporting both self-service and external inspections

Benefits

Process Optimization
Automated workflows and standardized reporting enable self-service inspections while maintaining third-party expert review options when needed.

Technology Integration
Seamless connection to enterprise systems with integrated image authentication, geolocation verification, and payment processing ensures data integrity.

Scalable Architecture
Robust platform design handles high inspection volumes with minimal bottlenecks.

Enhanced Efficiency
Streamlined operations with reduced email dependency and optimized human-in-the-loop processes accelerate loan processing and improve satisfaction.

Future-Ready Platform
Expandable into new markets like construction finance with phased inspections, supporting diverse industry requirements and continuous innovation