

Subguard® Schedule Enhancement Solution (SES)

Subguard Schedule Enhancement Solution (SES) is a technical approach to improving claims processing by encouraging a collaborative effort to prepare and update project schedules early in the subcontractor default process.

The challenge

In the construction industry, delay claims are often the source of contention, adversarial interactions and negative outcomes for all parties involved.

In addition, those default claims that cause project delays are document-intensive. They often lead to numerous Requests for Information (RFI), hunting through massive amounts of paperwork, analysis, re-analysis and significant amounts of follow-up documentation. All too often, claims cannot be resolved appropriately because the necessary documentation is not maintained.

The solution

SES helps remove inefficiencies from this process by working alongside customers early on in the default claim process to identify the relevant documentation, interpret that documentation and collaborate on the schedule preparation.

The goal is to reduce the need for a delay analysis and replace retrospective analysis with contemporaneous schedules that support your delay claim.

Our research indicates that SES helps expedite claims processing, potentially reducing the time from project substantial completion to agreement between the insured and Zurich on the number of compensable days of delay.

This approach creates opportunities for SES professionals to assist your staff with critical project scheduling techniques that support the overall claim recovery process.

Potential benefits

The SES approach creates a spirit of collaboration and enhanced working relationship built on a foundation of trust. It promotes information and skill sharing between SES professionals and your staff. In addition, SES can help:

- Produce consistent claim documentation
- Expedite claims processing and reduce costs by proactively creating a single schedule to be used during the claims process

- Reduce the need for delay analysis
- Improve communication with your owner, other subcontractors and suppliers on schedule changes resulting from a defaulted subcontractor or supplier
- Mitigate project delay through deployment of SES

Service details

SES professionals will interact with you at the onset of a Subguard claim using the following steps:

- Compile current and previous project schedules
- Evaluate the schedule(s) to ascertain if they properly represent project conditions
- Identify impact(s) to the schedule caused by the defaulting subcontractor
- Implement Critical Path Method (CPM) techniques to track the consequences of the default
- Provide guidance on the use of CPM scheduling as it relates to a subcontractor default
- Regularly review the updated schedules to help assure proper implementation of the CPM techniques

While you are focusing on building your project, SES professionals will periodically audit, assist with additional documentation and alert you to any gaps or deficiencies in the documentation.

This value-added service is provided at no additional cost to our Subguard customers. However, if after working through the SES process, you are not satisfied with the results, you have the right under the Subguard policy to hire a third party to conduct an independent analysis.

For more information on Subguard Schedule Enhancement Solution, please contact your Risk Engineering account coordinator.

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