AJ GRANT GROUP: THE BUILDING PROS

AJ GRANT GROUP PTY LTD KEEPS YOUR CLAIMS AND RENOVATIONS IN LINE WITH PROPRIETARY TECHNOLOGY

WRITTEN BY ALLIE SCHRATZ
PRODUCED BY LISA KELLY

AJ GRANT GROUP PTY LTD was established in 1992 by Adam Grant, an ambitious entrepreneur whose company is the culmination of a venture he began at age 19. Fresh off an apprenticeship completed under his father, John Grant, Adam got his professional start renovating blocks of units for Sydney property developers, leading him into the residential construction and development sector.

He later transitioned into facility management, maintaining and upgrading schools, army and navy barracks. In 2001, Adam Grant entered the insurance repair management business and formed AJ Grant Group.

Today, AJ Grant is a preferred provider up and down Australia's east coast, working within regions including Sydney, Wollongong / Illawarra, Northern NSW, Gold Coast, NSW South Coast, Brisbane, Sunshine Coast, ACT, Newcastle and Melbourne. The Group has come to encompass several individual companies: AJ Grant Restorations, AJ Grant Building and AJ Grant IT, as well as their signature business solution, BuildPRO.

> "IF ALL THE ABOVE CLAIM COMPONENTS ARE MET, YOU GENERALLY HAVE HAPPY CLIENTS IN ALL DIRECTIONS"
>
> ***ADAM GRANT, MD***

COMPANY OPERATIONS

AJ Grant has established itself as a vital part of the insurance claims process, making it as seamless as possible for its clients. Building claims are sent to AJ Grant for detailed causation reports identifying the key components to any such claim, providing descriptions of loss, photos of damaged and affected areas, detailed scopes of works together with accurate cost estimates, and then determining how much of the project will be covered by the customer's insurance policy.

A network of more than 1,500 contractors allows AJ Grant to then manage and carry out the repairs or renovations to the high standard their clients have come to expect from the company. Throughout the course of the project, cycle times, clear communication, cost and quality are key focuses of the project managers.

Adam Grant

"If all the above claim components are met, you generally have happy clients in all directions," says Adam.

Currently, AJ Grant manages approximately 25,000 insurance claims per annum, valued at $500 to upwards of $1 million.

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Services: **Commercial, Industrial & Domestic plumbing**

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SUPPLIER STATS

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Employees: **10**

Industry: **Service**

Services: **Sell and support myFLO work order system**

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PEOPLE MANAGEMENT

Over the course of 20 years, AJ Grant has successfully developed a close-knit group of employees, many of whom started as personal friends and family members of the founder. With the addition of apprenticeship opportunities, in-house training and education, many employees have carved out a career with AJ Grant and have remained throughout the company's two-decade tenure.

The longevity of their employees is a source of pride for company founder and managing director Adam Grant. "This is the key to the success

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of any business [and] is a testament to the culture and opportunities AJ Grant has created for many, many people," says Adam.

The company's approach to staff management and problem solving strategies are two other factors that contribute to its upbeat office environment. Here, every employee is valued as an individual strength within the company, and as such, they are encouraged to contribute their thoughts and ideas to help better the business. This 'real' approach helps AJ Grant's staff members grow professionally and creates a supportive network within the company. "We encourage staff to continually better themselves [by] offering assistance where possible," says Adam. "We would like to be known as the employer of choice and continue with our very high retention rate of staff allowing them to also develop and advance within the business."

PROPRIETARY TECHNOLOGY

Perhaps the most prominent way AJ Grant separates itself from competing companies across Australia is with BuildPRO, a custom-built claims management system that has been designed, developed and utilised by AJ Grant with the assistance of e-Net Solutions to help provide a more streamlined, comprehensive service.

"We had to find a better business tool to [help us] operate efficiently and do business in a better way," says Adam. "There was nothing on the market, so we went about designing our own system."

By gathering input from clients, staff and industry leaders, AJ Grant determined the necessary functions their new system would require. Three years in the making, BuildPRO first debuted in October 2011 and successfully satisfied a number of crucial needs:

- Automated systems and procedures with alerts and notifications;
- Job scheduling and supplier performance management;
- Detailed customised reporting, graphing, tracking and forecasting;

Cyclone Yasi Disaster Relief

- Quick system customisation and expansion;
- Accessibility from all platforms – tablet, notebook, PC, etc.;
- Easy integration with pre-existing client systems and reporting functionality;
- Real-time data and communication.

Since going live in October 2011, BuildPRO has processed and managed more than 20,000 claim allocations. The system was truly put to the test during last year's Christmas Day Victoria Hail Storms, resulting in AJ Grant receiving nearly 3,500 claims within a week.

FUTURE INVESTMENTS

For AJ Grant, BuildPRO is the focal point of their future investment initiatives. The plan is to grow the business by developing relationships with more companies who handle insurance claims and loss adjustment.

STATISTICS

Company Name:
AJ Grant Group Pty Ltd

Industry: **Building and Construction**

Established: **1989 commenced as sole trader and incorporated in 1997**

Key People:
Adam Grant, Managing Director

Rob Nicholls, National Operations Manager

Brad Honeyman, General Manager

Marisa Bichi, Financial Controller

# of Employees: **89**

Website: **www.ajgrantgroup.com.au**