

HUMMEL GROUP × CAMPBELL CONSTRUCTION

How Hummel Group automated subcontractor compliance with PINS

Cutting compliance tracking from days to minutes: a look at how PINS replaced manual outreach and paper binders with an automated, audit-ready system.

INSURANCE AGENCY
Hummel Group

END CLIENT
Campbell Construction Inc.

50% → 85%

Subcontractor compliance rate

Before PINS — reactive, manually tracked

After PINS — automated outreach to every subcontractor

ABOUT THE COMPANIES



Hummel Group
Independent insurance agency

Ohio-based agency founded in 1957. Commercial specialties include construction. Hummel selected PINS so the team could offer certificate and compliance management as a value-added service for clients.



Campbell Construction Inc.
Design-build general contractor

Northeast Ohio design-build contractor since 1953, serving industrial, commercial, and institutional clients from offices in Wooster and Wadsworth. Tracks Certificates of Liability Insurance, Endorsements and Ohio Bureau of Workers' Compensation (BWC) certificates across a broad subcontractor base.

THE CHALLENGE

Every certificate meant another email, another follow-up, another folder.

Before PINS, keeping subcontractors compliant was a fully manual job for Campbell Construction.

- Staff individually emailed each subcontractor to request a current Certificate of Insurance and BWC certificate.
- Subcontractors returned documents by email or mail, on their own timeline.
- Policy dates were logged by hand, then manually checked for expiration.
- Certificates were printed and stored in physical binders, retained for a minimum of three years.

THE SOLUTION

Automating the manual work behind compliance tracking.

Hummel Group implemented PINS as a value-added service for their construction clients, replacing manual outreach and document handling with an automated system.

- ✓ **Automated outreach:** PINS contacts every subcontractor on file, including ones not currently active, so nothing falls through the cracks.
- ✓ **One-click submission:** subcontractors get a direct link by email to upload renewal documents, no phone tag required.
- ✓ **Centralized digital records:** every COI, endorsements and BWC certificate lives online, searchable by policy date.
- ✓ **Automatic archiving:** new policies replace expired ones, with old records retained to meet the 3-year requirement.

THE RESULTS

85%

Compliance rate, up from ~50% before PINS was implemented.

0

Physical binders needed to meet 3-year document retention requirement. Every historical doc is stored in PINS.

100%

Of subcontractors — active or not — automatically contacted for renewals.

IN THEIR WORDS

"PINS has become a very useful tool for managing Certificates of Liability Insurance and BWC Certificates for our subcontractors. I now rely on PINS to quickly find policy dates, update new policies, and store expired policies online without having to file paper copies. I love when I notice a sub's policy is expired and I hop on PINS to find it's already been updated. It's the best!"

Christine Wenning
HR / Marketing, Campbell Construction Inc.

"We like that the requests for renewal certificates are completely automated. Managing certificates/compliance was a massive headache for our client. By implementing PINS, and with Hummel providing compliance management, they no longer need to worry about this burden."

Cody Mast, CIC
Principal & Chief Operating Officer, Hummel Group

AT A GLANCE

METRIC	BEFORE PINS	AFTER PINS
Certificate requests	Manual, one email at a time	Fully automated
Document storage	Physical binders, 3+ years	Centralized, online, unlimited retention
Compliance rate	~50%	~85%
Policy tracking	Logged by hand	Flagged automatically on expiration

See what PINS can do for your business

Talk to the PINS team about how you can automate compliance

WEBSITE
pinsadvantage.com

EMAIL
sales@pinsadvantage.com

PHONE
626.844.1838