Contractor Connection CEO, AVP of Customer Service speak at Xactware User Conference
Duo discusses transition to modern-day general contractor business models with use of technology

JACKSONVILLE, Fla. (February 12, 2015) – Contractor Connection CEO Larry Thomas and Assistant Vice President of Customer Service Bill DiGiovanni spoke Wednesday at the sixth annual Xactware User Conference in Salt Lake City.

At the event, entitled "The Evolution of Contractor Networks," Thomas and DiGiovanni addressed insurance and restoration industries executives, business owners and key personnel. They highlighted early day general contractor direct repair business models that included handwritten estimates and Polaroid photos, and then transitioned to the modern-day model of automated estimating, digital photos and a number of third-party technology solutions integrated to provide a high-quality contractor program like Contractor Connection to deliver consistent high-quality customer service.

Thomas and DiGiovanni pointed out that the available estimating and systems technology allows the industry to measure performance and drive excellence in their models.

Xactware Solutions provides computer software solutions for professionals involved in estimating all phases of building and repair. In 1986, Xactware opened for business with Xactimate, its flagship estimating system. Xactimate helped contractors and insurance adjusters estimate repairs much faster and more accurately than they ever could before. Today 22 of the top 25 property insurance companies in the U.S. and 10 of the top 10 Canadian insurers use Xactware property insurance claims tools.

Contractor Connection, an industry leader in contractor managed repair and home improvement services, provides insurance carriers and consumers a national network of residential and commercial contractors that are vetted and managed for performance, measuring quality, timeliness and customer satisfaction.