Jerry started his draw inspection business in June of 1997 and after 20 years in the business, he has brought in his son Caleb, to pass the proverbial "inspection torch" in preparation for his retirement. We recently joined Jerry and Caleb for a "ride along" to learn more about how the Lillards use the Built Mobile Inspector App, hoping to see how the transition into using mobile technology is helping their business.

Jerry's adoption of technology didn't come easy. "I'm not a technology person at all. Technology frustrates me very much, I can barely use my phone to make phone calls." said Jerry.

"The Built support team was tremendous in helping bring me up to speed and taught me how to use the app." said Jerry. "I let the Built team know early on that I knew nothing about technology, but if they were willing to work with me, I'd try. It took me a little while to learn, but now I know the buttons to push and the things to do to get the inspection recorded."

Caleb Lillard, joined the family business in early 2017 and he's adapted quickly to the use of the mobile technology. "The biggest asset of the app is its usability. You can tell that other apps were created by engineers for engineers. Built's app was created with the users in mind because they clearly understand construction lending and draw inspections." said Caleb.

> **Using Built not only benefits the inspector, but it offers huge time savings to lenders because everything is in one place.**

"I used to spend 3 to 4 hours at night uploading photos and entering my inspection notes into the computer, but the Built app does all of that for me now", said Jerry. His son also prefers Built's software over spreadsheets or other alternatives. "With Built, we can upload multiple photos at once—a huge time-saver", he said. "Built also eliminates the human errors that other apps can cause, because you have to intentionally select line items to make changes. No more accidental line item adjustments that waste everyone's time."

Using Built not only benefits the inspector, but it offers huge time savings to lenders by tracking everything in one place instead of disseminated across multiple spreadsheets. All the lender has to do is approve the inspection and submit the draw request. Jerry said, "Caleb and I recommend it to all the banks we perform inspections for so the process is faster for everyone involved."

"We also talk to builders all the time who really love the Built platform", said Jerry. "Funds are released faster and everyone involved in the project is on the same page. We're seeing builders literally choose to go with lenders that use it, so I'm sure even more of our clients will be on Built soon."

When Jerry does retire, the inspection industry will be losing a top notch inspector—but we have no doubt they are gaining one in his son.

Visit getbuilt.com to schedule a demonstration.

Changing the way the world gets built.
BUILT TECHNOLOGIES, INC.

getbuilt.com • 800-655-8138 • info@getbuilt.com