

## South West Building Certification

*“Visual Approvals has been a game-changer for us; we love it. It saves us so much time, and our processes are so much simpler. The fact that a new job has an instant checklist is a big help. The checklists are far more in-depth than what we previously used. We are pleased we decided to go with Visual Approvals, and we’re looking forward to the next steps.”*

Kevin Mizen  
Building Certifier and  
Owner  
South West Building  
Certification

**430%**

increase in the  
number of  
applications  
processed per month

**66%**

reduction in time  
spent processing  
applications

After 13 years in the Australian Army and leaving with a medical discharge, Kevin Mizen knew his career as a Carpenter and Joiner was at a close. He also knew that his experience and knowledge of the building industry would help transition his career. Therefore, Kevin began his studies and qualified as a Building Certifier in 2008. Some eight years later, after working as a Certifier for the regional council, Kevin decided it was time to strike out independently, and South West Building Certification was born.

Based in Chinchilla, Kevin travels the length and breadth of Queensland, conducting inspections and issuing approvals. Being constantly on the road meant South West had limited time and capacity to take on new work, maintain records or develop the business.

An ex-council colleague suggested that a building certification system might help. Kevin and his wife, Samantha, decided to do their research and source a building certification system that would allow them to be completely mobile and to work on the road easily. They founded upon Visual Approvals and resolved to take advantage of VA’s online accessibility and move everything from a manual paper process to an electronic digital office.

### BUSINESS EXPLODED, AND VISUAL APPROVALS STEPPED UP TO PROCESS THE LOAD

2021 has seen a significant increase in the number of building projects, and South West had to adapt quickly to keep up with demand. By implementing Visual Approvals, South West has increased the number of applications they process in a month by 430%. This growth has been made possible by VA streamlining the entire application and approval process with automated data, merging of client details, instant checklists, integrated emailing, electronic plans, and so much more. South West has reduced the time they spend processing each application by at least an hour, increasing their productivity and efficiency.

### VISUAL APPROVALS’ HELPDESK IS FAST AND FLAWLESS

The support provided to South West by Visual Approvals is always friendly and consistent. The Helpdesk team are happy to help and answer questions. The level of support Visual Approvals provides and their comprehensive Knowledge Base is a motivating factor for South West Building Certification. South West will continue to grow and streamline processes by implementing more features and functionality of Visual Approvals.