# Richards Building Supply Launches RBS CRM Insurance Workflows Pilot Program

*Free program gives roofing, siding, window and door contractors priority onboarding, early access, and a direct voice in the insurance features rolling out to RBS CRM from Q1 through Q3 2027*

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**HOMER GLEN, Ill., November 13, 2026** — Richards Building Supply, an independent, family-owned exterior building materials distributor, is inviting contractors to participate in its RBS CRM Insurance Workflows Pilot Program. The program will gather feedback from contractors who perform storm-damage restoration and insurance-related repairs to help guide planned capabilities within RBS CRM, Richards' contractor customer relationship management platform.

Insurance restoration work can involve entering adjuster scopes, revising estimates, tracking supplements and coordinating material orders as projects change. The pilot will give contractors an opportunity to share where those tasks create extra work and help evaluate tools intended to simplify the process.

Participation is free, there is no cap on the number of contractors who can join and there is no enrollment deadline.

## Planned areas of development

Richards' proposed 2027 roadmap includes tools intended to help contractors:

- **AI-assisted import of Xactimate® files**, with EagleView-driven quantity updates, so carrier scopes come into the CRM without retyping
- **Scope and supplement updates** to keep estimates current as a claim changes
- **Automated price books** that populate estimates with current Richards pricing
- **AI estimate builder**, including Xactimate line items, and an AI assistant built into the CRM
- **Weather and hail maps** plus **canvassing tools** to find and work storm-affected neighborhoods
- **Instant bulk estimates** for running many properties at once after a storm
- **Instant siding estimates and window and door counts**, extending instant estimating beyond the roof
- **Integrated email and calendars** so homeowner, adjuster and crew communication lives with the job

These capabilities are planned, not currently guaranteed. Feature availability, scope and timing will depend on development and testing.

## How contractors can participate

1. **Register.** Contractors complete the pilot registration form HERE.
2. **Get set up on RBS CRM.** Pilot participants receive priority onboarding from the Richards team.
3. **Help identify the gaps.** Participants show Richards where their current insurance workflow breaks down, from first inspection through final supplement.
4. **Test and fine-tune.** As features release between Q1 and Q3 2027, participants get early access and share feedback through a few calls and on-site visits.

Participation in the pilot is free. Eligibility, onboarding arrangements and access to individual features will be confirmed before participation. Any applicable third-party service costs will be identified separately.

"Our goal is to help contractors spend less time moving information between systems and more time managing their jobs," said Ronald M. Guzior, CEO and President of Richards Building Supply. "This pilot gives contractors a direct opportunity to show us where the process gets difficult and help shape tools that fit the way they work."

## RBS CRM is available today

RBS CRM provides Richards customers with tools for proposals, material estimating, lead management, financing, project management, scheduling, invoicing and homeowner communication. The platform includes built-in IKO and Westlake templates, with EagleView measurement tools embedded directly into the CRM. The platform also offers access to property information and additional services that support contractors' day-to-day operations.

The Insurance Workflows Pilot Program will help guide the development of additional capabilities for contractors handling storm-restoration projects and insurance-related repairs.

Contractors can register for the pilot HERE.
For more information about RBS CRM, visit richards-supply.com/rbs-crm or contact cklepp@richards-supply.com.

## About Richards Building Supply

Richards Building Supply, headquartered in Homer Glen, IL, is a family-owned independent wholesale distributor of building materials established in 1978. The family serves professional contractors, builders, remodelers and restoration companies across 16 states, with more than 60 branches across the West, Midwest, North and Southeast regions of the U.S. Richards stocks a comprehensive line of products, including residential and commercial roofing, siding, windows, doors, soffits, rainware, cabinets, decking, moulding and related accessories. Learn more at **www.richards-supply.com**.

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*Planned capabilities, availability and timing are subject to change.*

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