

# 2023 RMIS REPORT

PUBLISHED BY  
**REDHAND ADVISORS**

WRITTEN BY  
**PATRICK O'NEILL**  
AND  
**DAVID TWEEDY**

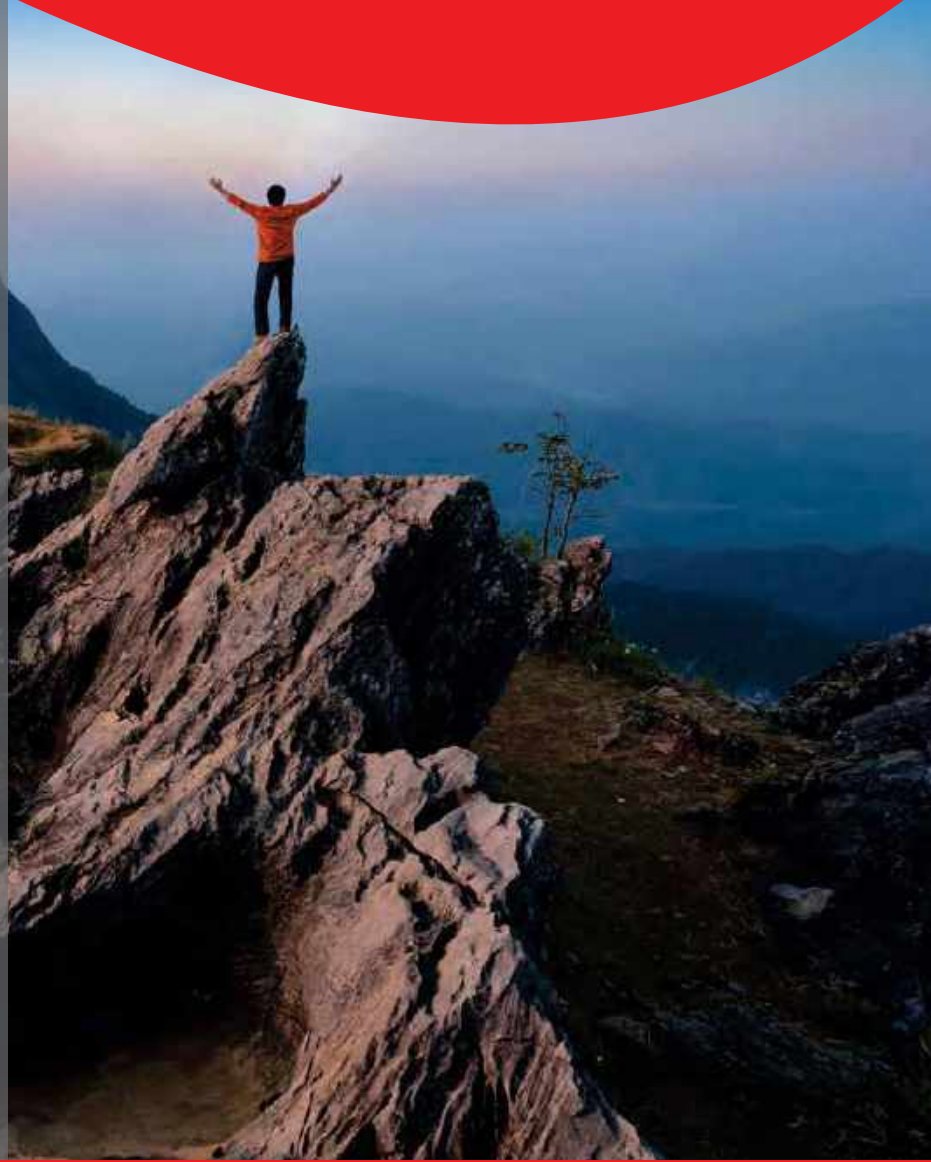




# TURNING RISK INTO RESULTS

## RiskTech Consulting

- Needs Assessment
- Business Process Improvement
- Market Research
- System Selection
- RFP Design and Oversight
- Implementation Support
- Solution Alignment
- Business Value Realization
- Data Analytics



**Redhand**  
a d v i s o r s



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redhandadvisors.com

# 2023 RMIS REPORT

Thank you for downloading the 2023 RMIS Report.

Technology has become an integral part of how organizations manage risk. Our research indicates that the need for risk technology is growing and that organizations are willing to invest in these technologies to support their efforts. The RMIS and RiskTech market has responded offering cutting-edge solutions and continuing to broaden the capabilities needed in today's risk environment.

This year's report features more than 30 risk technology solutions ranging from independent risk management information systems (RMIS), bundled RMIS solutions from insurers, TPAs and brokers as well as broader RiskTech solutions.

We are very excited to see the addition of RMIS vendors Aclaimant, Clear Risk and Direct Claim Solution as well as RiskTech solution Big Ticket to the report this year. These additions go to our mission to provide the most comprehensive report and analysis in the RMIS and RiskTech marketplace.

This year's RMIS Report User Survey was completed by more than 1,000 risk professionals. We appreciate everyone's time to provide their insights and feedback. Without your input this report would not be possible. It also generated donations for our three selected charities – Spencer Educational Foundation, Feeding America and The Humane Society. We are proud to support these organizations and the important work they are doing.

We hope that you find this year's report and our research valuable. If we can assist you with your risk management technology efforts, please reach out to us.



# ORIGAMI RISK

## SOLVE THE INTEGRATED RISK MANAGEMENT PUZZLE

Getting a full and complete picture of risk can transform the decisions your organization makes. Data siloed in spreadsheets or different systems makes that difficult, if not impossible. Origami Risk delivers innovative risk management, insurance, and safety solutions from a single cloud-based platform that breaks down data silos and helps you put all the pieces together.



[ORIGAMIRISK.COM](https://origamirisk.com)

# RMIS REPORT

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# **RISK** UNDER **ONE ROOF**

One platform to manage risk and  
compliance across your organization  
– and beyond



## About the Authors



### Patrick J. O'Neill

FOUNDER & PRESIDENT,  
REDHAND ADVISORS

Patrick is the founder and president of Redhand Advisors. A widely respected thought leader in insure-tech with more than three decades of experience in risk and insurance management information systems and claims management systems, as well as workers' compensation and enterprise risk management solutions.

Based in Atlanta, Mr. O'Neill founded Redhand Advisors in 2015 to help organizations maximize their investment in risk technology and to develop and incubate innovative solutions to meet market needs.

Previously, he was president and chief operating officer of an insure-tech startup focused on workers' compensation and disability management technology solutions. Earlier, at Marsh, he was a founding member of the broker's Risk Management Information System business and held a series of leadership roles in that unit. During his tenure, he worked directly with hundreds of clients helping them implement and utilize the technology solutions.

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### David A. Tweedy, CMC MBA

SENIOR ADVISOR, REDHAND ADVISORS

David Tweedy brings over thirty-four years of risk technology and claims management experience to Redhand Advisors. He provides a wide spectrum of clients with risk information technology strategies creating premium solutions in this ever changing and growing area of risk management. He assists organizations including large multinational corporations, non-profits, colleges and universities and a variety of public entities, states and risk pools to assess their risk and enterprise risk technology needs. He also works with insurers and TPAs to help improve their risk and claims offerings.

David is an internationally recognized expert in the RMIS and claims management arena, having served in senior consultative roles for IBM Global Services, Deloitte, Marsh Risk Consulting, Bickmore Risk Services and Betterley Risk Consultants.

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## **2023 RMIS Report Survey:** More are Relying on Risk Technology, but Utilization and Effectiveness are Still Lagging

By Patrick O'Neill, Founder and President, Redhand Advisors

*Companies are relying on technology to better manage risk because of its increasing complexity. This year's RMIS Report Survey finds the RiskTech market growing, with a greater demand for data analytics from your RMIS — along with the desire for even more capabilities.*

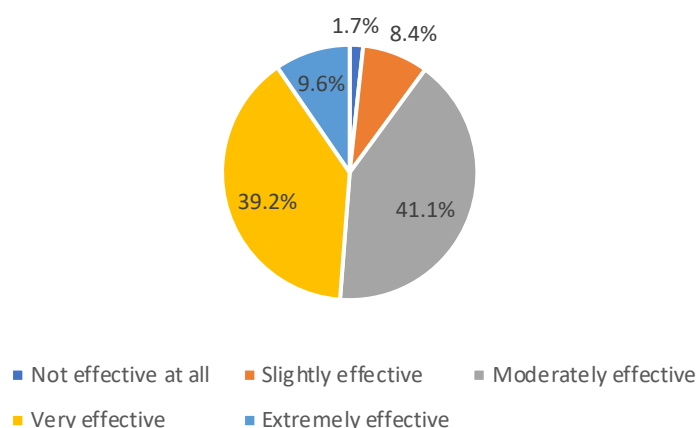


Companies of all sizes are increasingly relying on technology such as software as a service (SaaS) application to improve their business processes. In fact, 80% of companies already use at least one SaaS solution, and it's predicted that, by 2025, [85% of total company software use](#) will be SaaS.

Risk management information systems (RMIS) are a part of that growth, as more and more companies turn to them to manage business risks across their organizations than ever before. And it's not just larger organizations that are utilizing a RMIS; [many smaller businesses](#) engage with similar RiskTech tools to manage risk.

Our latest RMIS Report Survey found that organizations are relying on their RMIS more than ever before; however, the survey also found that businesses feel they are underutilizing their RiskTech tools, with 43% of them noting they [rely too much on Excel](#).

## How effective is your organization's risk technology?



Over 50% of respondents reported that their organization's use of risk technology is only moderately effective or worse, and less than half said they utilize their RMIS well. The survey also revealed that companies aren't using their RMIS to its full capacity, because of issues such as [cost](#), lack of resources, and lack of training or knowledge of the system.

Unfortunately, the current risk environment is high for many businesses, thanks to cybersecurity concerns, the difficulty in hiring and retaining

talent, the hardening insurance market, the threat of a recession and more. Despite these significant headwinds, business leaders seem to be optimistic about the future, with 83% of them [focusing their business strategy on growth](#).

This year's RMIS Report Survey illuminated several trends and hot topics that will lead to this growth, including the increased demand for data integration and use of RiskTech by companies of all sizes.

## The Increasing Demand for Data Analytics

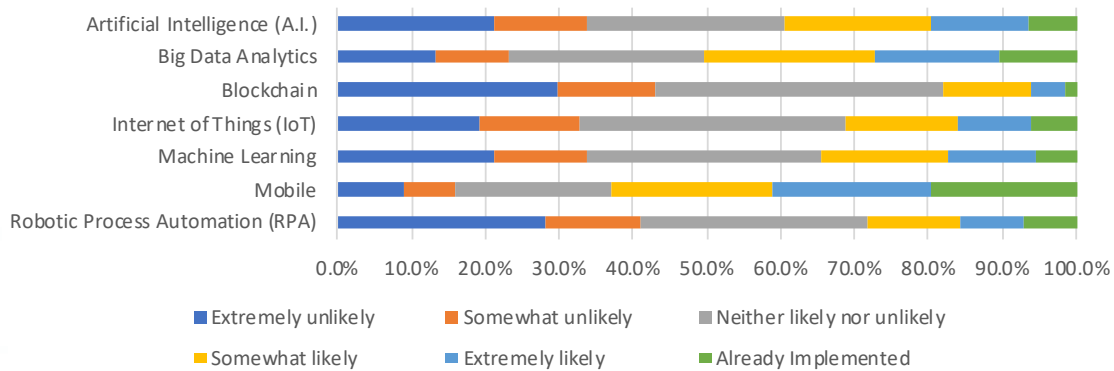
Collecting data is an important step in understanding your business risk, but that data is worthless if you can't analyze its meaning. The RMIS Report Survey asked companies how effective their use of data and analytics was to manage risk; less than half (46%) of respondents noted they're "very" or "extremely" effective with analytics. That percentage is quite low when compared to the responses to how effective companies feel with other system capabilities.

There are many factors that contribute to this gap in effectiveness, including a lack of data quality, governance, and internal analytic expertise. Additionally, many organizations struggle to effectively integrate data analytics into their business processes, leading to suboptimal outcomes.

On top of these internal challenges, there is also a significant gap in client satisfaction with vendor analytics capabilities. Our survey reports that analytics capabilities from [RMIS vendors](#) are not viewed favorably compared to other capabilities. Many risk managers report feeling frustrated by the limited capabilities and insights provided by their vendors, and some are actively seeking out new partners who can offer more advanced analytics solutions.

To address these challenges, organizations need to invest in improving their data quality and governance, engaging skilled data analysts, and integrating data analytics into their business processes. And they will. Our survey found that many companies are looking to adopt big data analytics, artificial intelligence, and machine learning within the next three years, as shown by the chart on the next page.

## How likely is your organization to adopt the following advanced technologies within the next three years?



To that end, vendors need to focus on providing more advanced analytics capabilities and insights that truly add value to their clients. They must also help clients get the most from these tools. By doing so, organizations can more effectively leverage data and analytics to manage risk.

### The Industry is Growing

The survey findings suggest a lot of movement in the RMIS space. Almost one-third (30%) of respondents implemented their system within the past three years, which means they're either implementing RMIS for the first time, or upgrading their vendor or system.

Similar to our findings in last year's report, RMIS products are extending beyond traditional capabilities. We continue to see investment in expanding RMIS to include offerings such as governance, risk, and compliance (GRC), and environmental, health, and safety (EHS).

Integrated risk management (IRM) is continuing to gain popularity, with many organizations using their RMIS to manage non-traditional types of risks, including operational (61.4%), compliance (46%), strategic (32.4%), and third-party (30.9%) risks.

This suggests that organizations are adopting a more comprehensive approach to risk management, integrating various types of risk into a single system, across their operations, for better management and decision-making. In turn, vendors are responding and investing in these capabilities as well.

According to the survey, 75% of respondents expect their annual expenditure on risk technology to increase about 12% on average in 2023 — 50% higher than the 8% increase reported last year. This suggests that organizations are becoming increasingly aware of the effectiveness of utilizing technology to manage their risks.

Organizations with less than \$500 million in revenue are implementing a RMIS at a faster rate than any other size. This trend has been steadily increasing over the past few years, indicating that [smaller organizations are recognizing the importance of risk management](#) and are investing in technology to manage their risks. It also helps that costs are coming down for these systems.

Overall, the market for risk technology is growing, as risks continue to expand in our current environment. Organizations are willing to invest in technology because they see how integrating it into their risk management processes will be critical to reducing overall liability and improving compliance.

### Tech is the Future

Technology waits for no one — companies of all sizes are realizing this fact and investing in RMIS and other RiskTech solutions. There are some challenges to overcome, such as figuring out how to fully utilize the systems and finding a vendor with the right capabilities, but companies' willingness to invest the time and money to protect themselves from growing risks is high.

# About The RMIS Report

The RMIS Report is a comprehensive review of the risk management information system (RMIS) and RiskTech market and vendors.

As in the past the report is based on three key inputs.

**User Survey**—The authors invited more than 75,000 industry contacts to participate in the RMIS Report User Survey to gather feedback on their RMIS usage and needs. We received approximately 1,000 survey responses covering over 50 providers. The information provided by the respondents is kept confidential.

**Vendor RFI** —More than 50 vendors were invited to respond to our request for information (RFI) to which 33 responded. The Vendor RFI submissions along with our own industry experience and publicly available information is used to update the vendor profiles. Additionally, report sponsors were given the opportunity to provide an executive briefing to the authors.

**Industry Expertise**—The authors have over 35 years of RMIS experience on average to draw upon as they evaluate the market. The report is divided into Unbundled Providers (RMIS, Claims), Bundled Providers (Brokers, Insurers and TPAs) and RiskTech solutions. Within each section of the report, you will find an overview of the marketplace, detailed profiles for each vendor, and summary charts regarding their solutions.

The RMIS Report does not attempt to rank the vendors or determine a winner, nor should anyone try to assume a winner based on the results published. The RMIS Report is a guide to understanding the market and the vendors. The scoring of the vendor RFP and user survey results is based on a general criteria and weighting that the authors believe provides valuable insight into the solutions offered. True rankings can only be determined based on a specific organization's needs and goals.

## Changes This Year

This year we have changed the way we calculate and display the USER SURVEY SCORES on the Vendor Profiles. The scores listed are solely from the user survey results and do not include any of the authors input on the product.



# Vendor Profile Legend

## General Information

Company and product overviews and other descriptive information were sourced from the vendor RFI responses and publicly available information. The information provided is related to the company's RMIS business and not the company as a whole when the RMIS is part of a larger organization.

## User Survey Product Scores

The results displayed are based on the responses to the user survey conducted. Survey recipients were asked to rate their satisfaction with various aspects of the system.

The USER SURVEY PRODUCT SCORES are weighted in the overall ratings based on the authors opinion of the importance of the category in the specific market.

## User Survey Results

The results displayed are based on the responses to the user survey conducted. Survey recipients were asked to rate their satisfaction with various aspects of the system and customer experience. The responses were used to derive scores for each category.

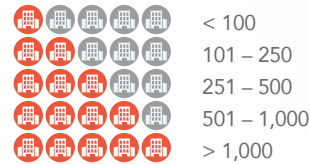
## ANNUAL REVENUE (In Thousands)



## USERS



## CUSTOMERS



## Captive and Pooling

- Member portal
- Claims administration
- Policy/Program management
- Underwriting capabilities
- Exposure tracking
- Certificate management
- Inspection and Compliance audits for members
- Actuarial analysis

## Claims Administration

- Lines of business supported
- Reserve analysis
- Incident tracking
- Check writing
- Utilization review
- Medical bill review
- Fraud detection
- Subrogation/Salvage tracking
- Adjuster tracking/performance management
- WC FROI/SROI
- EDI reporting
- CMS/MMSEA reporting
- ISO reporting

## Claims Management

- TPA/Carrier data consolidation
- Adjuster notes access
- Return-to-work management
- Litigation management

## Enterprise Risk Management/ Governance, Risk and Compliance (ERM/GRC)

- Compliance/Regulatory management
- Contract/Vendor management
- Business continuity planning
- Action planning
- Risk register
- Risk assessment
- Risk heat maps
- Issue/Incident management and remediation tracking
- Sarbanes Oxley (SOX) tracking

## Environmental, Health and Safety (EH&S)

- Root cause analysis
- Corrective action tracking
- Inspection and Compliance audits
- OSHA tracking/reporting
- Incident reporting
- Training and Certification management

## Exposures

- Exposure types supported
- Web collection of values/exposures
- Property/Asset values tracking
- Physical asset management
- Fleet management
- COPE tracking

## Healthcare

- Patient safety / quality
- Event reporting
- Root cause analysis
- Peer review
- Non-clinical rounding
- Healthcare insurance management

## Incident Management

- Incident intake
- Incident management

## Policy and Insurance

- Policy tracking/register
- Policy quotes
- Policy binding and issuance
- Policy billing
- Policy rating
- Policy erosion monitoring
- Deductible tracking
- Identification of coverage gaps and overlaps
- Graphical representation of coverages, limits and deductibles
- Certificate tracking
- Certificate issuance
- Experience modification calculation
- Bond and Contract tracking
- Premium allocation
- TCOR calculation

## Reporting

- Ad-hoc reporting
- Graphical reporting
- "As-of" date reporting
- Report scheduling
- Report bursting
- Reports to PDF/Excel
- Loss triangles
- Dashboard capabilities
- External benchmarking
- Loss forecasting
- Business intelligence tools
- Advanced visualization tools
- Predictive modeling
- Statistical analysis
- KPI tracking and reporting
- Budget tracking
- Cash flow forecasting

## System Attributes

- Security
- Ease of use
- Look and feel
- System platform
- Hosting/deployment options
- System uptime/availability
- System performance/speed
- Browser compatibility
- Third-party integration
- Single Sign-on/LDAP

## System Wide Functionality

- Notifications and alerts
- Search capabilities
- Workflow/automation tools/business rules
- Document management
- Multi-currency/multi-language
- Mobile capabilities

# Reduce your Total Cost of Risk (TCOR) with Ventiv IRM

- ▶ Trouble managing your risk program through spreadsheets?
- ▶ Increasing losses with no oversight or insight?
- ▶ Ready to take control?



## IRM

The most configurable, enterprise-level RMIS available in the market with market-leading analytics



LEARN MORE

## IRM Xpress

Go live with IRM in 4-6 weeks with our quick start package



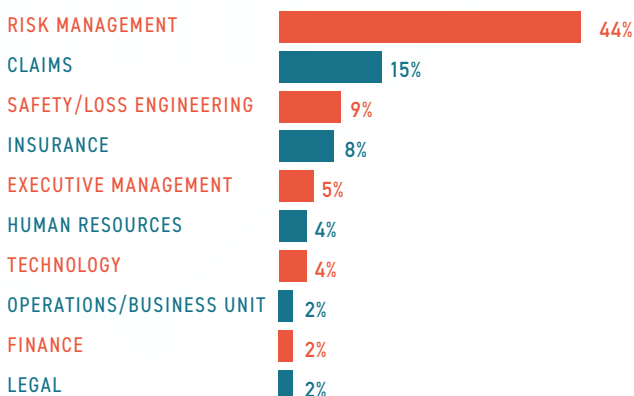
# RMIS Report User Survey Demographics

RMIS Report User Survey respondents represented various industries, organizational sizes, experience with the system, and roles within the organization and decision making process.

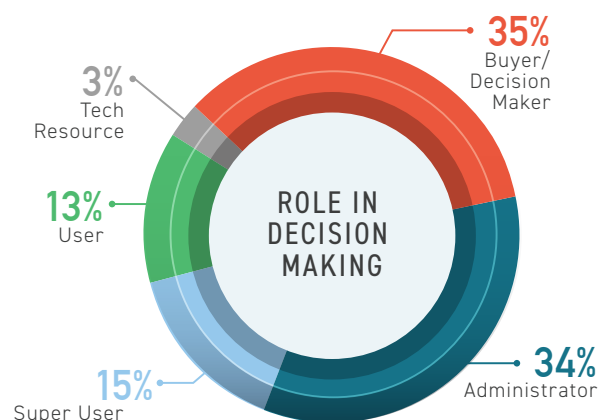
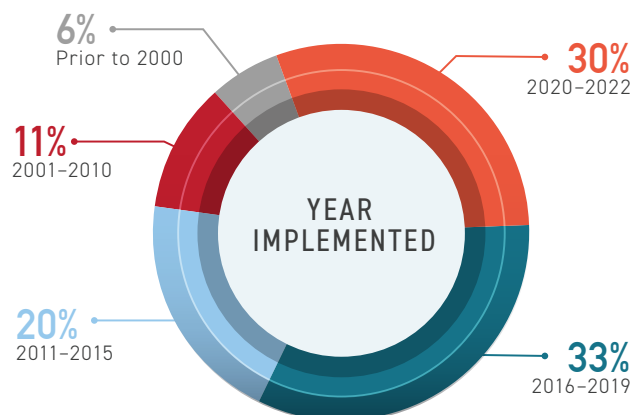
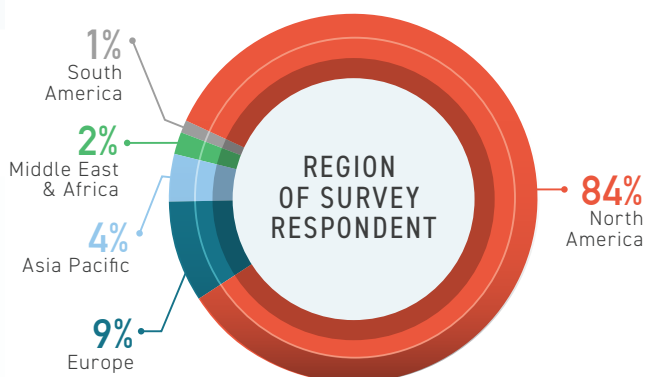
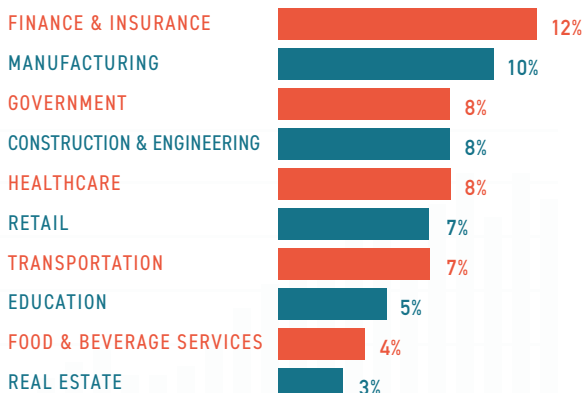
## NUMBER OF SURVEY RESPONSES



## ROLE THAT BEST DESCRIBES YOU



## PRIMARY INDUSTRY





# Unbundled Vendor Updates

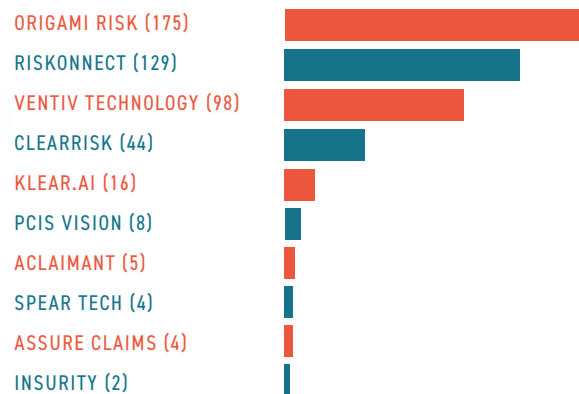
The past few years we've presented the unbundled vendors divided between RMIS and Claims solutions. However, this has become more and more challenging. While there are Claim-centric solutions in the marketplace many continue to broaden their capabilities and offer more traditional RMIS capabilities. Likewise, the RMIS providers offer claim-administration capabilities similar to the vendors in the Claims market.

For this reason, we have consolidated the RMIS and Claims sections back into one section. In order to identify the systems that have the capabilities you are looking for we refer you to the newly added Product Offering Matrix at the end of the section which displays the self-reported capabilities from each vendor.

Based on our research Origami Risk, Riskconnect and Ventiv have the majority of the market share and are the most comprehensive solutions available. We continue to see an increase in the number of solutions in this marketplace. Many of them offer specialized solutions that present a great deal of options for organizations.

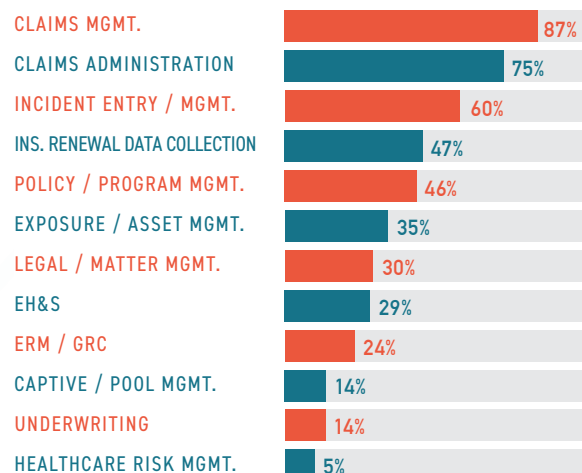
Origami reports a significant increase in demand for integrated risk management (IRM) platforms which supports our research. IRM in the context of RMIS, brings together different aspects of risk management, such as insurable risk, governance risk and compliance, enterprise risk management, as well environmental health and safety in a single platform.

## RMIS REPORT USER SURVEY RESPONSES



(#) NUMBER OF RESPONDENTS IN PARENTHESES

## CURRENT USAGE

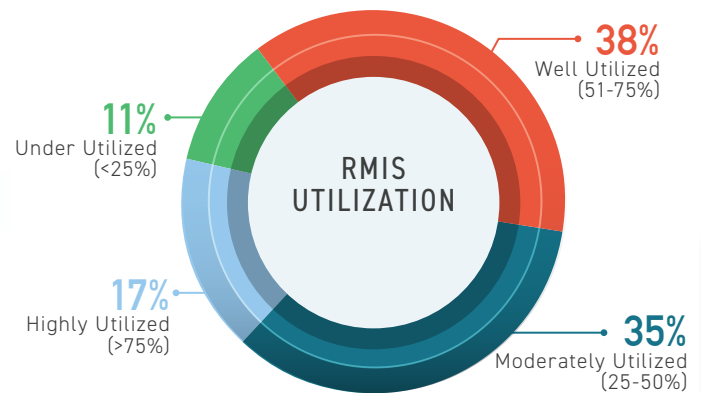


Riskconnect continued to broaden its IRM offering over the past year as well. They completed several acquisitions including Castellan, who offers business continuity and resilience management tools, and Sword GRC, who offers project risk management capabilities. Riskconnect is focused on developing an Integrated Risk Management Hub to aggregate information across all their platforms.

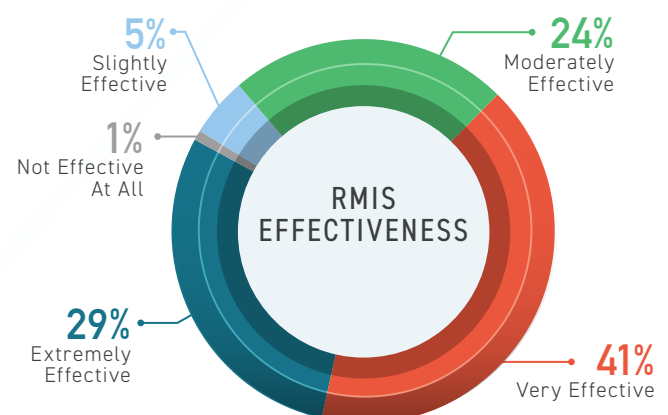
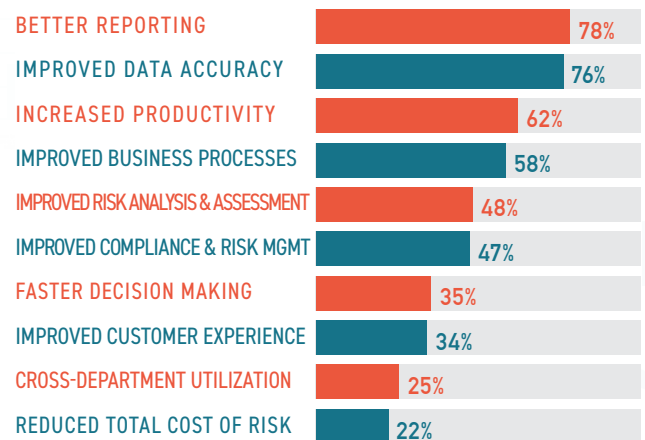
Relatively new entrants Klear.ai and Spear Technologies, who initially focused on claims administration are making strides in the marketplace alongside incumbents PCIS and Insurity.

Klear.ai and Spear were both involved in merger/acquisition activity recently. Klear.ai recently acquired the Inform business from Cloud Software Group. This acquisition brings together Inform's RMIS capabilities to an already strong claims administration solution with embedded AI. While Spear recently merged with Insurium, previously listed separately in our report. This merger will help accelerate Spear's ability to provide a comprehensive suite of core system capabilities to the P&C insurance market as well as self-insureds and risk pools.

This section also highlights three new participants on our report - Aclaimant, Clear Risk and Direct Claim Solution. While none of these vendors are new to the market, they address a growing demand from small to mid-sized organizations that are looking for RMIS capabilities to meet their needs at reasonable cost.



## RESULTS ACHIEVED



A person is rappelling down a dark rock face. They are wearing a patterned shirt, orange pants, and a harness. A rope is attached to their harness and extends upwards. Below them is a large, calm lake surrounded by green hills and forests. The sky is clear and blue.

Visit our  
website at  
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📞 973-887-2300  
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# Unbundled Provider Profiles



## Company Info

**Ownership** | Privately held

**Founded** | 2013

**Headquarters & Locations**  
• Chicago, IL

### Leadership

- David Wald, CEO
- Michael Schultz, Co-founder
- Joel Friedman, CTO
- Phil Alampi, CRO

### Contact

Mark Kasvin  
(312) 361-3477  
[mark.kasvin@aclaimant.com](mailto:mark.kasvin@aclaimant.com)

**Employees** | 65

### Annual Revenues

Not disclosed

### Top Industries

- Construction & Engineering
- Insurance
- Manufacturing
- Oil & Gas
- Real Estate

### Product Offerings

- Benchmarking
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- TCoR/Allocations

## Company Overview

Aclaimant is the first Active Risk Management platform, enabling companies and their insurance partners to reduce the cost of risk and drive higher productivity while empowering every employee to be a risk manager. As the RMIS built to deliver insights and results, Aclaimant transforms how companies manage data, people, and processes through its workplace safety, incident and claims management, and analytics solutions. Thousands of safety and risk management professionals rely on Aclaimant to achieve better outcomes.

## Aclaimant Product Information

**Claims Analytics** - Drive awareness of risk opportunities and proactive engagements through configurable dashboards.

**Claims Advocacy** - Provide streamlined claims handling from broker to insureds.

**Mobile FNOL & Incident Reporting** - Capture near misses, incidents and claims in near real-time, reducing lag time by up to 50%.

**Safety Reporting & Loss Control** - Automate safety inspection, reporting and remediation workflows.

**OSHA Compliance** - Stay compliant with OSHA reporting services, including electronic reporting to OSHA.

**Safety Analytics** - Enable transparency with insureds on safety inspections and areas of opportunity.

**Insights & Predictive Models** - Leverage Aclaimant's database of billions of dollars in claims to predict severity and frequency as well as other key insights.

**Data Warehouse** - Provide a foundation for 3rd party analytics tools such as Snowflake to activate insights on your claims data.

## What's New

In 2022, we release a brand new version of our platform, enabling the most dynamic and configurable workflows for claims, incident and safety management in the market. We also released a suite of predictive insight models, including Claims Insights, OSHA Insights, Legal Insights and Duplicate Detection among others.

## What's Coming

Based on customer feedback, in 2023, we are focused on building more self service into our system. This includes a new level of flexibility, speed and configuration for customers to go live and make changes. We are also further building out our predictive model suite while scaling our data connectivity capabilities.

## Service Methodology

Aclaimant prides itself on its customer-centric service model. Our customers get a named, dedicated Customer Success Manager (CSM) to oversee all of their needs. We also have Implementation and Account Management organizations that work with the CSM to ensure each customer's success.

## Customer Experience

### Support Hours

9am - 5pm CST M-F.  
Support Center and Chat is 24/7

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Live chat
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

### User Conference

Annually

### Client Advisory Council

Yes

## Product

### Release Schedule

Weekly

### Implementation Time

3 - 5 months

### Product License

Subscription-based,  
licensed annually

### Average Annual Fee

Varies

### Customers



### Users



### Deployment

- Public cloud
- SaaS

### Hosting

3rd party hosted

### Security Certifications

SSAE 16 - SOC 2

### Data Encryption | Yes

### Browsers

Browser agnostic

### 3rd Party Assessment

December 2022

## Implementation Methodology

Aclaimant is focused on helping clients achieve a strong time to value by implementing rapidly and with maximum user adoption.

## Technology Overview

Aclaimant is built on cloud-based AWS architecture with robust mobile, desktop and API capabilities. Our architecture is unique in that it accommodates a level of configuration that is not possible in most other systems. We are SOC 2 certified and regularly undergo evaluations to maintain the highest standards in design, security and optimization.



## Gain the competitive edge

**Empower** your employees to **drive** productivity and **reduce** the cost of risk with the RMIS built to deliver insight and results: Aclaimant.



[Learn More](#)

# APP Tech

## Company Info

### Ownership

Privately held

**Founded |** 2003

### Headquarters & Locations

- Norwalk, CT

### Leadership

- Paul McLaughlin, President & CEO
- William F. Nagle, National Sales and Marketing Director

### Contact

203-803-1540

[sales@apptechllc.com](mailto:sales@apptechllc.com)

**Employees |** 10

### Annual Revenues

Not disclosed

### Top Industries

- Construction & Engineering
- Food & Beverage
- Insurance
- Retail
- Transportation

### Product Offerings

- Catastrophic Risk Mgmt
- Claims Administration
- Claims Mgmt
- Data Analytics/Predictive Modeling
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- Underwriting

## Company Overview

APP Tech develops software for claims and risk management. Our initial focus on transportation led us to notice the claims systems we'd seen were ill-suited to the evolving requirements of the industry and risk management. So, we developed the first incident-based claims system, providing a complete, informative picture of organizational risk. Our system features logical screen arrangements; workflows; reminders for appointments, tasks, and due dates; reporting; and analytics. It tracks subrogation and recoveries, various parties to incidents (drivers, passengers, witnesses, etc.), types of injuries, claims for all major lines, vehicles, policies, and more.

## Cloud Claims and MIR Express Product Information

**Cloud Claims** is a standalone, incident-based, claims-focused RMIS with a 100% success rate on implementations. It streamlines claims operations by tracking all activities, documents, and financials with clean screens and unlimited depth hierarchies. It contains everything from workflows and reminders to reporting and analytics.

**MIR Express** manages MMSEA Section 111 mandatory insurer reporting (MIR) and electronic data interchange (EDI) required by the Centers for Medicare and Medicaid Services (CMS). It hides technical details and lets users focus on getting the accurate details to CMS on-time. It pre-validates reports, ensuring they're complete to minimize rejections that result in costly non-compliance penalties.

## Service Methodology

APP Tech assigns a dedicated account manager to each client who can quickly connect clients to the correct resources within APP Tech by phone or email. We care about getting to know each client's specific needs and learning about their business. With nearly 20 years experience in the claims and risk management industry, we have specialized knowledge of a broad range of industries which helps us provide the excellent support we are known for.

## Implementation Methodology

Every business is unique and we take the time to understand a client's priorities during implementation. We make sure we understand what's most important and create an implementation plan that assigns responsibilities and holds APP Tech accountable. Flexibility is key: experience has taught us that interesting challenges come up unexpectedly. We are quick to adjust and respond, always looking for the best solution. As a result, we are proud of our 100 percent implementation success rate.

## Technology Overview

Cloud Claims and MIR Express are fully cloud-based solutions, hosted in Microsoft Azure. Our systems include real-time, Geo-redundant replication and backups with full disaster recovery capability. Each client's data is isolated from other clients in its own database. We have the ability to scale for any size customer. We undergo a SOC 2 audit and third-party penetration testing annually to verify the security, availability, and processing integrity of the system.

## Customer Experience

### Support Hours

M-F, 8AM-6PM (EST)

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- User manuals
- Website

### User Conference

No

### Client Advisory Council

No

## Product

### Release Schedule

4-6 releases per year

### Implementation Time

1-3 Months

### Product License

Cloud Claims: per named user, transaction-based API license available, flat-fee for mobile first report MIR Express

### Average Annual Fee

\$30,000

### Customers



### Users



### Deployment

SaaS

### Hosting

3rd party hosted  
(Microsoft Azure)

### Security Certifications

SSAE 18 SOC 2 Type I

### Data Encryption |

Yes

### 3rd Party Assessment

November 2022

### Browsers

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Apple Safari

# ClearRisk Inc.

## Company Info

### Ownership

Privately Held

**Founded |** 2006

### Headquarters & Locations

- St. John's, Newfoundland and Labrador, Canada
- Wilmington, DE

### Leadership

- Craig Rowe, CEO
- Mike Bowman, VP Sales and Customer Success
- Francine Barbe, VP Finance and Administration
- Derek Dunne, Director of Engineering

### Contact

Mike Bowman  
709-727-6424  
[mbowman@clearrisk.com](mailto:mbowman@clearrisk.com)

**Employees |** 51

### Annual Revenues

Not disclosed

### Top Industries

- Government
- Manufacturing
- Real Estate
- Retail
- Transportation
- Utilities

### Product Offerings

- Benchmarking
- Certificate of Insurance Mgmt
- Claims Administration
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- Risk Pool Administration
- TCoR/Allocations

## Company Overview

ClearRisk provides cloud-based software solutions for managing risk, claims, incidents, vendors, fleet, assets, certificates of insurance, & more. Customers report up to a 95% reduction in time spent in a manual environment and a 50% reduction in the total cost of risk.

ClearRisk is built by Risk Managers, for Risk Managers. Our CEO is a former Risk Manager. He recognized a need for an effective, cost-efficient alternative to optimize risk and manage claims. ClearRisk serves 300+ organizations across North America.

ClearRisk is committed to an inclusive, equitable and diverse workplace that is committed to supporting and respecting employees and partners. ClearRisk was founded in 2006 with locations in both the United States and Canada.

## ClearRisk Product Information

ClearRisk provides a RMIS for risk managers to record and track all claims and insurance related data in one location. Our highly configurable RMIS streamlines data collection, integrates with third parties, automates workflows, tracks insurance policies and certificates, and manages assets and vehicles. Coupled with robust analytics and reporting functionality, customers save 85% of administrative time and reduce TCOR by up to 50%. ClearRisk provides risk managers the confidence to inform decision making, optimize internal risk management, and to focus on big picture initiatives. Our roadmap is 100% designed with risk and safety departments in mind.

Modules included are:

- Occurrences
- Claims, Incident and Event Management
- Policy Management
- Insurance Certificates & Contracts Management
- Properties, COPE
- Vehicles & Equipment
- Organizational Hierarchies (departments, HBUs)
- Risk Maps/Risk Registers
- Crisis Management
- Document Management
- Billable Hours
- Reports & Dashboards.

## USER SURVEY PRODUCT SCORES

Claims  
Administration



8.0

Claims  
Management



8.3

Exposures



6.9

Incident  
Management



8.0

Policy/Program  
Mgmt



7.1

Reporting



7.3

Analytics



5.9

Renewal



7.8

System  
Attributes



8.1

System-wide  
Capabilities



6.8



## Customer Experience

### Support Offered

- Community forums
- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

### User Conference

No

### Client Advisory Council

N/A

## Product

### Release Schedule

6 - 10 weeks

### Implementation Time

12 to 16 weeks

### Product License

Subscription based, annually

### Average Annual Fee

\$25,000 to \$50,000

### Customers



### Users



### Deployment

- SaaS

### Hosting

- 3rd party hosted

### Security Certifications

ClearRisk meets and has met all customer security needs and requirements

### 3rd Party Assessment

November 2022

### Data Encryption | Yes

### Browsers

- Apple Safari
- Google Chrome
- Microsoft Edge
- Mozilla Firefox

## Service Methodology

ClearRisk provides multiple ways for customers to communicate with support and the customer success team. Customers have access to a library of product training material including videos and a Customer Success Manager (CSM). Customer success is focused on the value outcomes for all customers to ensure the customers goals and objectives are achieved. Customers are also able to submit tickets for general support through the system itself where they will receive prompt attention.

## Implementation Methodology

We model each project to deliver customer value as quickly as possible. We meet with the customer's team weekly for the duration of the project to first set and then review deliverables and milestones. Our team is dedicated to accurate and effective scope-of-work (SOW) development to intimately understand intended work flows, data migration requirements, account configurations, required integrations and more. We embrace components of project management best practices in order to Deliver successful implementations.

## Technology Overview

ClearRisk is a software-as-a-service (SaaS) solution and is fully cloud-based. ClearRisk is built on the Salesforce Platform enabling the delivery of secure, highly configurable, risk and claims solutions on mobile, tablet and web devices.

## USER SURVEY RESULTS

### Customer Experience

 **8.0**

### Implementation Experience

 **7.9**

### System Value

 **7.7**

### System Satisfaction

 **8.0**

### Ease of Adoption

 **7.7**

### Understands Our Needs

 **7.7**

### Effectively Used

 **6.8**

ClearRisk Inc.

# Direct Claim Solution

## Company Info

### Ownership

Privately Held

### Parent Company

Innovative Computer Systems, Inc.

**Founded |** 2016

### Headquarters & Locations

- Troy, Michigan
- Allen, TX

### Leadership

- Darren Lossia, DCS Product Director

### Contact

Darren Lossia  
248-839-6340  
[DLossia@DirectClaimSolution.com](mailto:DLossia@DirectClaimSolution.com)

**Employees |** 95

### Annual Revenues

Not disclosed

### Top Industries

- Education
- Government
- Healthcare
- Insurance
- Retail

### Product Offerings

- Benchmarking
- Claims Administration
- Claims Mgmt
- EH&S
- Exposure/Asset Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- Policy/Program Mgmt
- TCoR/Allocations

## Company Overview

Direct Claim Solution is a web-based claims management platform. The ideal clients are Captives, Risk Retention Groups, Self-Insureds and other organizations focused on smartly defending liability claims and quickly resolving property losses. DCS was designed by a team of highly experienced claims professionals with a track record of superior success in handling complex and routine claims in a wide variety of industries across the full spectrum of loss exposures. DCS also serves insurers with Premium under \$250M

## Direct Claim Solution Product Information

DCS is advanced commercial claims and litigation management platform with claims and policy data tracking and reporting. DCS is the only platform that equips users with investigative checklists, legal rule summaries and other tools for the proper determination of coverage, liability and damages. DCS offers smart field and feature designs especially in the area of litigation management and loss recovery. It offers clients the opportunity to have customized content relevant to specialized areas of exposure.

## Service Methodology

DCS clients receive the highest level of personal service and technical support in the industry. Our clients are supported by product managers, claim professionals and technical staff who are available through direct dial and email. Client requests for support and training are usually addressed within minutes or hours. DCS maintains a full-time helpdesk team to address critical and non-critical issues so that any downtime or errors are remedied quickly.

## Implementation Methodology

The DCS project team leads the implementation for each client with a focus on the specific configurations and needs determined in the client profile phase. The profile phase identifies those features and modules of the system that are most critical. DCS uses a proprietary approach to ensure that every DCS customer gets business-specific fields and customizations built into their DCS platform. Using this approach, implementation of DCS takes far less people and far less time than other claims implementations while also providing individualized content for our licensees.

## Technology Overview

DCS is a web-based SaaS software that runs on Microsoft-based technology stack. It is hosted in a highly-secure data center with failover technology where data is regularly backed up. DCS is built using .NET, Microsoft SQL Server, C# on Microsoft IIS. DCS is quad-browser compatible supporting Chrome, Edge, Safari or Firefox browsers.

## Customer Experience

### Support Hours

M-F 8AM – 6PM EST

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Screen "tips"
- User manuals
- Video tutorials

### User Conference

No

### Client Advisory Council |

## Product

### Release Schedule

Monthly

### Implementation Time

4-6 Weeks

### Product License

Subscription based license based on value and usage profile

### Average Annual Fee

\$30,000

### Customers



### Users



### Deployment

- On-premise
- Private cloud
- Public cloud
- SaaS
- Vendor hosted

### Hosting

- 3rd party hosted
- Client hosted
- Vendor hosted

### Security

### Certifications

- SSAE 16 - SOC 1

### 3rd Party Assessment

December 2022

### Data Encryption |

### Browsers

- Apple Safari
- Google Chrome
- Microsoft Edge
- Mozilla Firefox

# DXC Technology

## Company Info

### Ownership

Public Company

**Founded |** 2017

### Headquarters & Locations

• Tysons, VA

### Leadership

- Mike Salvino, Chairman, President and CEO.
- Ken Sharp, EVP and CFO
- Chris Drumgoole, EVP and COO
- Ray August, President, Insurance Software and Business Process Solutions

### Contact

Joe Benson  
Claims Offering Manager  
215 205 1281  
[jbenson7@dxccom](mailto:jbenson7@dxccom)

**Employees |** 1000

### Annual Revenues

\$\$\$ \$ \$

### Top Industries

- Government
- Healthcare
- Insurance
- Transportation
- Utilities

### Product Offerings

- Benchmarking
- Catastrophic Risk Mgmt
- Certificate of Insurance Mgmt
- Claims Administration
- Claims Mgmt
- Cyber Security Assessments
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- Risk Pool Administration

## Company Overview

DXC delivers innovative solutions on a global scale with speed and agility. Our technology independence, combined with a broad ecosystem of partners and leading technology talent, positions us to deliver maximum value to our customers across their enterprise technology investments. The company's global scale, talent and innovation platforms serve 6,000 private and public-sector customers in 70 countries.

## ASSURE CLAIMS RISKMASTER Product Information

DXC Assure Claims, the latest release of DXC Insurance RISKMASTER™\*, helps claim organizations large and small, operating anywhere in the world meet claims business and operational challenges through its exceptional end-to-end functionality. This functionality includes powerful, just-in-time analytical tools, legal expense management, fraud detection, Risk scoring, workflow tools, electronic payments, outlook integration, third party data capture and bodily injury estimation. Assure Claims is a fully functional claims administration system covering first notice of loss through claims settlement.

## Service Methodology

DXC is a customer first organization and strives to meet our customer needs in a variety of ways. We have dedicated DXC teams for support, implementation, hosting, maintenance, product development and innovation community. DXC does not employ any subcontractors and provides all service with DXC employees. DXC also offers an claims microsite to keep customers up to date on the latest product improvements and ecosystem partners.

## Implementation Methodology

DXC works projects in Agile methodology especially in regards to system configurations. DXC will work closely with the customer to get them on the system as soon as possible to start learning how to operate the administrations functions of Assure Claims. The implementation plan is documented in a traditional project plan and memorialized with a project planning document. The project planning document will layout responsibilities, testing philosophy, definitions and risk factors.

## Technology Overview

Assure Claims is an open architected systems utilizing API's and microservices to provide and easy to integrate claims experience. The system can be deployed on premise or in the cloud depending on a customers preference. DXC has one code base and provides enough configurability that customers do not have to be on a custom solution. The preferred cloud provider is AWS. The system uses Microsoft. Netcore as the undelying programming language and utilizes SQL or Oracle for the database.

## Customer Experience

### Support Hours

8AM-7PM (EST)  
24/7 System Issues

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

### User Conference

Semi-Annually

### Client Advisory Council |

 Yes

## Product

**Release Schedule**  
Quarterly

**Implementation Time**  
3-12 Months

**Product License**  
Per user license, per claims pricing and one-time license fee and a monthly maintenance fee

**Average Annual Fee**  
\$60,000

### Customers



### Users



### Deployment

- On-Premise
- Private cloud
- Public cloud
- SaaS

### Hosting

- 3rd party hosted
- Client hosted
- Vendor hosted

### Security Certifications

- SSAE 18 SOC 1 Type II
- HIPAA, ISO 27001

**3rd Party Assessment**  
December 2022

**Data Encryption |** Yes

### Browsers

- Google Chrome
- Microsoft Edge
- Mozilla Firefox



## Company Info

### Ownership

Public Company

**Founded |** 1992

### Headquarters & Locations

- **Johns Creek, GA**
- London, England
- New Delhi, India
- Melbourne, Victoria, Australia

### Leadership

- Robin Raina, CEO
- Ash Sawhney, President  
NA Insurance Solutions
- Steve Hamil, CFO

### Contact

Shayne Garner  
801-208-5493  
[shayne.garner@ebix.com](mailto:shayne.garner@ebix.com)

**Employees |** 45

### Annual Revenues



### Top Industries

- Education
- Government
- Insurance
- Manufacturing
- Utilities

### Product Offerings

- Benchmarking
- Certificate of Insurance Mgmt
- Claims Administration
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- Risk Pool Administration
- TCoR/Allocations
- Underwriting

## Company Overview

Ebix is a leading international supplier of on-demand infrastructure exchanges to the insurance, financial, and healthcare industries. In the Insurance sector, the Company's main focus is to develop and deploy a wide variety of insurance and reinsurance exchanges on an on-demand basis, while also, providing Software-as-a-Service ("SaaS") enterprise solutions in the area of CRM, front-end & back-end systems, outsourced administrative and risk compliance.

## RiskEnvision Product Information

RiskEnvision is a web-based risk management solution designed to assist risk managers, claims administrators, and decision makers in recording, managing, and analyzing information about incidents or claims. RiskEnvision includes modules for workers compensation, GL, auto liability, professional liability (medical), product liability, property, and other lines of coverage.

## Service Methodology

Ebix provides various levels of Services and Support in an effort to meet our client's critical demands. During the initial contract signing, the Technical Service and Support Agreement stipulates the type of support given to each Ebix customer. Each client has the option to choose standard support, which includes the hours of 8:00 am to 5:30 pm (EST), Mon through Fri. Advanced support which stipulates timeframes outside of standard business hours and 24/7 support for around the clock issue resolution.

## Implementation Methodology

Ebix has an extensive history of large implementations with the reliability of strong post-implementation support. Ebix conducts broad, pre-implementation analysis to develop specific tasks oriented to understanding the client's overall business and technical practices. The major events of the implementation can be grouped into 7 phases that occur: 1) Project Planning, 2) Configuration, 3) Custom Development Services (when required), 4) System Validation, 5) Training, 6) Go Live, and 7) Post-Implementation Support.

## Technology Overview

RiskEnvision 5 is a browser based application that can be accessed anywhere you have an internet connection. RiskEnvision is written in Java and HTML5, and uses either an Oracle or MS SQL database. It can be self-hosted or Ebix-hosted in a public or private cloud. It supports all lines of business and includes functionality that is a necessity to claims management professionals.

## Customer Experience

### Support Hours

Monday to Friday  
7AM-6PM (EST)

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Screen "tips"
- User manuals
- Video tutorials

### User Conference

Annually

### Client Advisory Council

Yes

## Product

### Release Schedule

Annually

### Implementation Time

2-6 Months

### Product License

Licensed by user  
and by modules

### Average Annual Fee

\$65,000

### Customers



### Users



### Deployment

- Private cloud
- SaaS
- Public cloud
- Vendor hosted
- Hybrid
- On-Premise

### Hosting

- 3rd party hosted
- Client hosted
- Vendor hosted

### Security

#### Certifications

- SSAE 16 - SOC 2
- ISO 27001

### 3rd Party Assessment

Not Available

**Data Encryption |** Yes

### Browsers

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Internet Explorer

# Five Sigma

## Company Info

### Ownership

Private Equity Backed

### Parent Company

Aquiline Technology Growth,  
83 North, F2, Xceedance,  
Pipeline Capital Partners

**Founded |** 2017

### Headquarters & Locations

- Tel Aviv, Israel
- New Jersey

### Leadership

- Oded Barak - CEO
- Michael Krikheli - CTO
- Dror Sholomon - VP RnD
- Ofer Milavski - COO

### Contact

Dana Poleg  
+972-50-308-4003  
[dana@fivesigmallabs.com](mailto:dana@fivesigmallabs.com)

**Employees |** 55

### Annual Revenues



### Top Industries

- Insurance
- Retail

### Product Offerings

- Benchmarking
- Claims Administration
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- Exposure/Asset Mgmt
- GRC
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- Underwriting

## Company Overview

Five Sigma is a cloud-native, data-driven Claims Management Solution (CMS) with embedded AI/ML capabilities to allow intelligent claims processing for the insurance industry. Five Sigma optimizes claims management by adding automated claims processing workflows, using data modeling and AI to provide smart recommendations, improving adjuster's decision-making, and reducing errors. Leading Insurance carriers, InsureTech, TPAs and Self-Insured companies use Five Sigma's CMS to modernize their Claims Management operations, reduce claims leakage, enhance compliance and improve their customers' experience.

## Product Information

Five Sigma is a cloud-native, data-driven Claims Management Solution (CMS) with embedded AI/ML capabilities that lets you simplify claims processing.

Deployed within days, our solutions automate the claims process and offer recommendations and next steps - allowing adjusters to focus on making the right decisions and providing excellent customer service.

## Service Methodology

Five Sigma provides just-in-time service. The service is provided upon request when needed.

## Implementation Methodology

Implementation has 5 steps, and usually takes 2 months:

- Training and discovery
- Configuration and setup
- Integrations
- UAT
- Go live and beyond

## Technology Overview

Five Sigma is a cloud-native, data-driven Claims Management Solution (CMS) with embedded AI/ML capabilities to allow intelligent claims processing for the insurance industry. Five Sigma optimizes claims management by adding automated claims processing workflows, using data modeling and AI to provide smart recommendations, improving adjuster's decision-making, and reducing errors. Leading Insurance carriers, InsureTech, TPAs and Self-Insured companies use Five Sigma's CMS to modernize their Claims Management operations, reduce claims leakage, enhance compliance and improve their customers' experience.

## Customer Experience

### Support Hours

Follow-the-sun support during business days

### Support Offered

- Email
- Dedicated account representative
- Online help

### User Conference

No

### Client Advisory Council

No

## Product

### Release Schedule

SaaS - Ongoing basis

### Implementation Time

4-12 Weeks

### Product License

Based on the number of claims and complexity

### Average Annual Fee

\$150,000

### Customers



### Users



### Deployment

SaaS

### Hosting

3rd party hosted

### Security Certifications

SSAE 18 SOC 2 Type II

### 3rd Party Assessment

January 2023

### Data Encryption | Yes

### Browsers

Google Chrome

# Insurity

## Company Info

### Ownership

Privately held

**Founded |** 1985

### Headquarters & Locations

- **Hartford, CT**
- Lakeland, FL
- Naperville, IL
- Austin, TX
- Montreal, QC, Canada
- London, United Kingdom

### Leadership

- Chris Lafond, CEO
- Jatin Atre, CMO
- Craig Campestre, Sales
- Ivan Latanision, Product

### Contact

Courtney Eaton  
928 304 7519  
[courtney.eaton@insurity.com](mailto:courtney.eaton@insurity.com)

**Employees |** 1,500

### Annual Revenues

\$\$\$\$\$

### Top Industries

- Finance & Insurance

### Product Offerings

- Benchmarking
- Claims Administration
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- Risk Pool Administration
- TCoR/Allocations

## Company Overview

Insurity is a leading provider of cloud-based core system solutions and data analytics for the world's largest insurers, brokers, and MGAs. Through its best-in-class digital platform and with unrivaled industry experience and thought leadership, Insurity is uniquely positioned to deliver exceptional value, empowering clients to focus on their core businesses, optimize their operations, and provide superior customer experiences. With users worldwide and more cloud-based deployments than any other core system provider in the insurtech space, Insurity is trusted by 15 of the top 25 P&C carriers and 7 of the top 10 MGAs in the US.

## Insurity ClaimsXPRESS Product Information

Insurity ClaimsXPRESS is a pure browser-based system, built by experienced enterprise system architects with direct input from a knowledgeable group of seasoned insurance professionals. The system provides a complete set of out-of-the-box functionality enabling claims organizations to reduce expenses and increase productivity. ClaimsXPRESS also provides the flexibility companies need to configure the application to meet their unique business needs, as well as to easily connect and communicate with third-party systems and organizations. ClaimsXPRESS was built with Microsoft .NET technologies and is tightly integrated with Microsoft desktop tools such as MS Outlook Calendar, Word, and Excel.

## Service Methodology

Our Help Desk uses a triage approach to quickly evaluate the nature of an inquiry and route it to the correct staff member, either within the Help Desk team or in the larger support organization. A resolution target date for each request is determined based on the severity and priority of the issue in accordance with mutually agreed-upon service standards.

## Implementation Methodology

The suggested approach for most implementations is an Agile hybrid, which helps us be a partner while remaining accountable to honest and continuous dialogue. Most client-specific requirements are revealed up-front, but the configuration, testing and delivery is scheduled on an iterative basis. This allows both the client and Insurity to stay on track, control scope, and be accountable for deliverables.

## Technology Overview

ClaimsXPRESS is a browser-based application developed using the Microsoft .NET 4.5 platform, Web Services, C#, AJAX, HTML5/CSS3, and SQL Server. It can be deployed in a number of ways, but the most common involves the following components: 1. IIS Server hosting the presentation and business layers, 2. SQL Server hosting the transactional database and business rules engine, 3. Reporting Server hosting reporting services and the Data Warehouse.

## Customer Experience

### Support Hours

Monday to Friday  
8 AM to 9 PM  
(customer's time zone)

### Support Offered

- Community forums
- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- User manuals

### User Conference

Annually

### Client Advisory Council

Yes

## Product

### Release Schedule

2-3 per year

### Implementation Time

9 months

### Product License

Concurrent user license

### Average Annual Fee

Not disclosed

### Customers



### Users



### Deployment

- Hybrid
- Private cloud
- Public cloud
- SaaS
- Vendor hosted

### Hosting

- 3rd party hosted
- Client hosted
- Vendor hosted

### Security Certifications

- HIPAA
- SSAE 16 - SOC 2

### 3rd Party Assessment

September 2022

### Data Encryption |

### Browsers

- Apple Safari
- Google Chrome
- Microsoft Edge
- Mozilla Firefox



# SMART

Smart Software for  
Even Smarter  
Claims Management



**Make the right decisions and create a safer work culture**



[www.klearai.com](http://www.klearai.com)  
(800) 493-2161  
[info@klearai.com](mailto:info@klearai.com)





## Company Info

**Ownership** | Privately held

**Founded** | 2018

### Headquarters & Locations

- Cypress, CA
- Denver, CO
- Long Island, NY
- Columbus, OH

### Leadership

- Brij Kumar, CEO
- Randy Wheeler, Advisor
- Pete Govek, CRO
- Craig Evans, CTO
- Anand Shirur, VP Analytics

### Contact

Darrel Vaughn  
[darrel@klearai.com](mailto:darrel@klearai.com)  
925-640-7156

**Employees** | 150+

### Annual Revenues



### Top Industries

- Education
- Government
- Nonprofit Institutions
- Oil & Gas
- Wholesale

### Product Offerings

- Benchmarking
- Certificate of Insurance Mgmt
- Claims Administration
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- Risk Pool Administration
- TCoR/Allocations
- Underwriting

## Company Overview

Klear.ai provides modern, native AI-based insurance software solutions on a seamless secure cloud-based platform. Solutions cover Property & Casualty lines of Insurance, including Workers' Compensation and serve businesses such as TPAs, Insurers, Self-Insureds, Pools, Government/Public entities, Brokers, and Agents across various industries. Built with 20 years of industry and technology expertise, Klear.ai empowers your team to make the right decisions with actionable insights, fraud and waste reduction, and cost-efficiency gains. Klear.ai specializes in RMIS, Claims Administration, Analytics, Intake, Audit and Policy solutions. Klear.ai solutions are easily deployed and maintained to ensure your continued growth.

### Klear.ai Product Information

**Klear.ai RMIS** offers a comprehensive system that consolidates, detects, and presents, for easy risk management and mitigation. Leveraging over 20 years of experience in data consolidation and transformation of insurance and risk-related data, Klear.ai provides predictive insights, empowering users to make well-informed decisions at the right time.

**Klear.ai Claims** is an all-inclusive, advanced claims administration system with native AI capabilities to deliver intelligent recommendations and predictive insights throughout the claims lifecycle. The first of its kind to use native AI and automation to improve supervisor-to-adjustor ratios.

**Klear.ai Analytics** is a self-servicing BI solution built with native AI and ML, helping customers get the full picture and creating actionable insights for better business decisions.

**Klear.ai Audit** uses predictive insights to identify "auditable" situations and other KPI's, highlighting strengths and training opportunities.

**Klear.ai Policy Administration** includes underwriting, rating and renewal.

**Klear.ai Solutions** include Intake, Absence Management, Claimant Mobile App.

### What's New

- AI infused Capabilities:
  - Adjuster Performance Rating Capability
    - Ability to objectively evaluates the performance of adjusters taking multiple configurable factors into account
    - Ability to configure weightages for each factor with final ratings highlighting adjuster strengths and weaknesses directing manager for appropriate remediation

## USER SURVEY PRODUCT SCORES

Claims Administration      Claims Management



9.0



8.4

Incident Management      Policy/Program Mgmt



9.0



9.0

Reporting      Analytics



8.9



8.9

Renewal



7.2

System Attributes      System-wide Capabilities



8.8



8.5

## Customer Experience

**Support Hours**  
24/7

### Support Offered

- Community forums
- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

### User Conference

Annually

### Client Advisory Council

Yes

## Product

### Release Schedule

Every 3 months

### Implementation Time

3 - 6 months

### Product License

Subscription based on the modules and the number of users

### Average Annual Fee

\$60,000

### Customers



### Users



### Deployment

SaaS

### Hosting

3rd party hosted  
(Microsoft Azure)

### Security Certifications

SSAE 18 SOC 2 Type II  
ISO 27001

SSAE 18 SOC 2 Type I

### 3rd Party Assessment

January 2023

### Data Encryption | Yes

### Browsers

- Browser agnostic

- Predictive recommendations for: Provider to risk rating, Nurse Case Manager assignment, Settlement amount
- Claimant Mobile App
- Medical Authorization Module
- Employee Absence and Leave Management module

### What's Coming

- Safety and Loss Prevention Module
- Generative AI Use Cases
- AI infused Capabilities: AI Enhanced Mailroom and Automated Document Workflow
  - Document OCR and auto indexing with AI
  - Bar Coding and auto indexing with AI
  - Document Annotation
  - Claim Single Risk Score
  - Enhanced Glossary and Sources for Text Mining
  - Detection of Fraud, Abuse and Waste via Cartelizationn

### Service Methodology

The Klear.ai service methodology involves two important and complimentary parts. Firstly, each client is assigned a customer success manager as their primary contact to personalize and guide them during their journey with Klear.ai, ensuring they achieve success and constantly maximize the value of their technological investment with us. The customer success manager understands the client's business, goals, needs, and in essence becomes their business technology advisor. Secondly, Klear.ai has a technical support team available 24/7 to quickly solve technical issues for clients and to support the customer success manager

### Implementation methodology

Klear.ai implementation approach is collaborative and consultative while imparting best practices seen in the industry and ensuring clients business needs are best paired with everything Klear.ai can do. The team specializes in implementing and deploying new systems, following an industry standard implementation process across project management, data conversion, quality control, testing training and deployment. This results in smooth implementation, reduced issues, and greater user satisfaction.

### Technology Overview

The entire solution is hosted on the Microsoft Azure cloud. The solution utilizes tools and features available on Microsoft Azure to meet certain requirements and functionalities. The solution also utilizes Power BI and Power Apps for its Analytics features and capabilities. All Klear.ai product suite, including Claims, RMIS, Analytics, Audit, Policy, are all tightly integrated and have a common User Management/Maintenance module. As the entire solution is cloud-based, the Client need not procure any additional servers or products.

## USER SURVEY RESULTS

### Customer Experience

 **8.8**

### Implementation Experience

 **9.0**

### System Value

 **9.0**

### System Satisfaction

 **7.9**

### Ease of Adoption

 **9.0**

### Understands Our Needs

 **8.8**

### Effectively Used

 **8.3**



# FUTURE PROOF

Delivering  
Tomorrow's  
Risk Solutions  
Today



Helping teams collaborate, serve customers better, and grow



[www.klear.ai](http://www.klear.ai)  
(800) 493-2161  
[info@klear.ai](mailto:info@klear.ai)





## Company Info

**Ownership** | Privately held

**Founded** | 2009

### Headquarters & Locations

- Chicago, IL
- Denver, CO
- Atlanta, GA
- Dallas, TX
- London, UK

### Leadership

- Bob Petrie, CEO
- Earne Bentley, President, Risk Solutions
- Chris Bennett, President, Core Solutions
- Pat Eskew, CCO

### Contact

Jim Marek  
(630) 853-8763  
[jmarek@origamirisk.com](mailto:jmarek@origamirisk.com)

**Employees** | 690

### Annual Revenues



### Top Industries

- Finance & Insurance
- Government
- Healthcare
- Manufacturing
- Transportation

### Product Offerings

- Benchmarking
- Catastrophic Risk Mgmt
- Certificate of Insurance Mgmt
- Claims Administration
- Claims Mgmt
- Cyber Security Assessments
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- Risk Pool Administration
- TCoR/Allocations
- Underwriting

## Company Overview

Origami provides truly-integrated, single-platform SaaS solutions that simplify risk, insurance, compliance, and safety management for better insights and greater possibilities.

Founded in 2009 by industry veterans who recognized the need for RMIS technology that was more configurable, intuitive, and scalable, Origami continues to add to its innovative product offerings for managing both insurable and uninsurable risk; facilitating compliance; improving safety; and helping insurers, MGAs, TPAs, and brokers provide enhanced services that drive results.

A singular focus on client success underlies Origami's approach to the development, implementation, and support of their award-winning software solutions.

## Origami Risk Product Information

Rather than piecing product offerings together through acquisition, Origami has purposely built its RMIS, GRC, EHS, Healthcare Risk and Safety, P&C Policy Administration, and P&C Claims Administration solutions from the ground up on a single, multi-tenant SaaS platform that is fast, reliable, and secure.

Based on their specific business needs, clients are able to choose solutions that work seamlessly together, using the full power of the Origami Risk platform's tools for consolidating data, streamlining workflows, delivering insights, and engaging stakeholders. For example, with natively-connected RMIS, EHS, and GRC solutions available on a single platform, Origami Risk supports an integrated approach to managing organizational risk — bringing risk, safety, and compliance data and processes together to break down silos, unlock efficiencies, and provide more in-depth insights that help drive successful outcomes.

## What's New

Since the publication of last year's RMIS Report, Origami has introduced more than 225 innovative solutions and enhancements that extend Origami Risk's range of solutions, improve usability, and make the platform faster and more dynamic.

Heavy investment in EHS, Healthcare, GRC, and insurance (P&C Claims Administration and P&C Policy and Billing) offerings has seen the continued maturation of those product lines.

## What's Coming

In 2023, Origami plans to deliver innovative platform-wide and solution-specific enhancements driven by client feedback. Highlights include:

- New standard solution for Employee Health and Medical Surveillance management

## USER SURVEY PRODUCT SCORES

Claims Administration Claims Management



8.6



8.8

EH&S

Exposures



8.1



8.3

GRC

Healthcare



7.7



8.9

Incident Management

Policy/Program Mgmt



9.3



8.1

Reporting

Analytics



8.2



6.7

Risk Pool Admin

Renewal



7.8



8.4

System Attributes

System-wide Capabilities



8.8



7.8



## Customer Experience

### Support Hours

Monday to Friday  
7am to 8pm (CT)

24/7 infrastructure/  
application support

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

### User Conference

Bi-annually

### Client Advisory Council

Yes

## Product

### Release Schedule

Every 8 - 10 weeks

### Implementation Time

3 - 6 months

### Product License

Subscription-based,  
licensed annually

### Average Annual Fee

\$150,000

### Customers



### Users



### Deployment

- GovCloud
- Public cloud
- SaaS

### Hosting

3rd party hosted  
(AWS Virtual Private Cloud)

### Security Certifications

- SSAE 18 SOC 1 Type II
- SSAE 18 SOC 2 Type II
- NIST

### Data Encryption | Yes

### Browsers

Browser agnostic

### 3rd Party Assessment

November 2022

- New content offerings for managing EHS regulatory compliance requirements
- Expanded capabilities for managing patient safety and quality in healthcare settings
- Standardized solutions for policy administration
- Improved member experience for risk pools
- ISO, NCCI, and independent state bureau content for the most common coverages, class codes, and forms across all major lines of business
- New Headless APIs that enable bespoke customer-facing UI/UX and improve the insurance customer experience
- Augmentation of external events and further connection to business continuity
- Extended functionality for contract management
- Continued development of vendor relationship management — from COI tracking to risk management and mitigation
- Investment in the replatforming of our mobile application to improve usability and experience

## Service Methodology

Using a best-in-class model and a high-touch, consultative approach, Origami employs industry best practices for SaaS implementation, delivery, and production support. Professional Services teams comprised of distinct, specialized roles ensure that implementations are managed and governed based on detailed plans carried out in close collaboration with clients. Client Success teams provide focused, ongoing coverage delivered by dedicated resources with in-depth product knowledge, industry expertise, and an understanding of what each client is looking to accomplish.

## Implementation Methodology

Origami's implementation methodology emphasizes speed, flexibility, and client satisfaction. It is founded on an agile approach that uses iterative processes to configure the system to a client's unique needs. Work is prioritized based on client preference and solutions delivered in iterations. This allows for rapid client-led quality assurance and user acceptance testing. These tenets are the foundation of Origami's ability to deliver innovative, impactful solutions in a fraction of the time as compared to competitors.

## Technology Overview

Origami Risk is deployed as a cloud-based, SaaS solution hosted by AWS within a Virtual Private Cloud. Origami Risk runs on Windows Server 2019 instances and uses the MS SQL Enterprise 2019 database. Origami Risk was built on the ASP.NET MVC framework and uses C#, HTML 5, JavaScript, CSS, and jQuery. Origami uses Microsoft Visual Studio for development.

## USER SURVEY RESULTS

### Customer Experience

 **8.4**

### Implementation Experience

 **8.1**

### System Value

 **8.5**

### System Satisfaction

 **8.8**

### Ease of Adoption

 **8.0**

### Understands Our Needs

 **8.6**

### Effectively Used

 **7.9**



**ORIGAMI RISK**



# BIGGER PICTURE. BETTER DECISIONS.

Getting a full and complete picture of risk can transform the decisions your organization makes. Data siloed in spreadsheets or different systems makes that difficult, if not impossible. Origami Risk delivers innovative risk management, insurance, and safety solutions from a single cloud-based platform that breaks down data silos and helps you see beneath the surface.



## ORIGAMI RISK

[ORIGAMIRISK.COM](https://origamirisk.com)



P&C Insurance Systems, Inc.

## Company Info

### Ownership

Privately held

**Founded |** 2011

### Headquarters & Locations

- New York, NY
- Valencia, CA

### Leadership

- Georgette Loizou, CEO
- Michael A. Loizou, CSO
- Liza Girdhar, VP Technical Services

### Contact

Michael A. Loizou  
212-405-1625  
[michael.a.loizou@pcisvision.com](mailto:michael.a.loizou@pcisvision.com)

**Employees |** 30

### Annual Revenues

Not Disclosed

### Top Industries

- Business & Consumer Services
- Finance & Insurance
- Government
- Insurance
- Transportation

### Product Offerings

- Benchmarking
- Catastrophic Risk Mgmt
- Claims Administration
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- Risk Pool Administration
- TCoR/Allocations

## Company Overview

PCIS is a privately owned and operated Insurtech in the risk, claims, and policy management space serving Tier 1 Carriers to small self-insureds. PCIS has served hundreds of customers and has delivered over \$250 million in software and services over the course of its history. PCIS excels in handling complex insurance operations in configurable ways, including tackling complicated conversions when others won't. The roots of the company stem from Claims Management for large carriers; therefore, the flagship product ClaimsVISION® RMIS reflects a depth in insurance knowledge, especially with regard to payment processing, compliance, and policy management that is unique in the industry.

## ClaimsVISION RMIS Product Information

ClaimsVISION is a highly automated multi-line claims & risk management system. This SaaS deployed system boasts industry-leading dashboards, built-in workflows, and a touchless state and federal compliance toolset designed to streamline managing risk, while offering end-user friendly data analytics.

- Rapid Implementations
- Proprietary 50 State No Touch FROI/SROI Edi Reporting
- Proprietary Authority and Financial Approval Hub
- Advance Analytics, Claims Scoring, & Integrated BI Platform
- COI Management
- Automated safety, loss, analytics processing
- Pre-Integrated for Medicare Reporting, Imaging, Payroll, OFAC, ODG

## What's New

A new Risk Management data model, leveraging Data Cubes. Cubes are intelligent and organized views of data offering pre-calculated values and business intelligence capabilities for Risk Allocation, Claims Data, Financials, Policy/Underwriting, Insured Item (fleet and property schedules) exposure date.

ClaimsVISION has expanded and enhanced its Pool Management functionality, including an interactive member portal, and configurable rating programs.

Advancements in SQL databases and servers offering the latest in security, performance and Microsoft features.

## What's Coming

- Launching a new HR API
- Launching a new and expanded Reinsurance Module
- Leave of absence management
- A reimagined correspondence module
- A new time tracking and invoicing module for TPAs
- A new Pool Member Management Hub

## Customer Experience

### Support Hours

Monday to Friday  
8am to 8pm (EST)

### Support Offered

- Community forums
- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- User manuals
- Video tutorials

### User Conference

Quarterly

### Client Advisory Council

No

## Product

### Release Schedule

Quarterly

### Implementation Time

3 - 12 Months

### Product License

Monthly subscription based on users, LOB's, modules, and integration points

Traditional license model for those requiring.

### Customers



### Users



### Average Annual Fee

\$75,000

### Deployment

- On-Premise
- Private cloud
- SaaS

### Hosting

- 3rd party hosted
- Client hosted

### Security Certifications

- SSAE 16 - SOC 2, Safe Harbor,
- EU-U.S. Privacy Shield, HIPAA,
- SSAE 18 SOC 2 Type II, NIST

### 3rd Party Assessment

October 2020

### Data Encryption | Yes

### Browsers

- Browser agnostic

## Service Methodology

PCIS employs a Client Success Centric methodology, providing a hands-on approach to servicing; each client receives a dedicated CSR, a Client Success Manager, Project Sponsor. CSRs have a direct contact path with clients at all times. These team members work in concert with Test Track Pro issue tracking software, a 24/7 option for clients & CSR's to enter, track issues, and report on service metrics, like average response and resolution times.

## Implementation Methodology

PCIS employs an Agile Implementation Methodology. It's iterative, leveraging short sprints to constantly test and improve in increments rather than waiting for all development to occur. Encouraging a constant dialogue between product managers, analysts, developers. Phases are concurrent, limiting the workload on clients; system releases are by module (Claims, Financials, Admin) for efficient testing. Phases: Planning/Initiation, Base Install, Training, Design, Requirements Gathering Config/Interfaces/Conversion, Dev, QA, End User Training, Simulation, Deployment, Go Live, Enhanced Support.

## Technology Overview

Built on SQL .NET technology. The Microsoft platform is integral to the system, powering BI, B2B interface layer, integrated Office suite. PCIS maintains all hardware in its SaaS offering. Clients only need an internet connection and browser to access any module securely, Chrome, Edge, and IE 11 are the most used browsers. The solution operates on a physical, dedicated, redundant server cluster running VMware ESXi utilizing high-availability, failover technologies. Datacenter's in NY and CA.







NEW AGE TECH, OLD SCHOOL SERVICE

ClaimsVISION

the role of the risk manager has evolved, isn't it time for their tech to?



Claims Admin



ERM



RMIS



Safety Management



Underwriting &  
Policy Admin



Data Analysis



Compliance



Litigation



## Company Info

### Ownership

Private Equity backed

### Parent Company

TA Associates

**Founded |** 1970

### Headquarters & Locations

- Atlanta, GA
- Amarillo, TX
- Chicago, IL
- Herndon, VA
- Melbourne, Aus
- Singapore, Australia
- Mangalore, India
- Belfast, UK
- London, UK
- Maidenhead, UK
- Sheffield, UK

### Leadership

- Jim Wetekamp, CEO
- David Rockvam, CFO
- Andrea Brody, CMO
- Jim Haas, SVP, Sales

### Contact

Andrea Brody  
770-790-4700  
[andrea.brody@riskconnect.com](mailto:andrea.brody@riskconnect.com)

**Employees |** 800

### Annual Revenues

\$\$\$\$\$

### Top Industries

- Finance & Insurance
- Healthcare
- Manufacturing
- Retail
- Transportation

### Product Offerings

- Benchmarking
- Catastrophic Risk Mgmt
- Certificate of Insurance Mgmt
- Claims Administration
- Claims Mgmt
- Cyber Security Assessments
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- TCoR/Allocations

## Company Overview

Riskconnect is the largest RMIS solution provider serving over 2,000 customers across six continents and more than 800+ employees worldwide. RMIS is part of Riskconnect's risk and compliance solution that integrates and correlates both insurable and non-insurable data to deliver a comprehensive end-to-end-view of risk across the organization. Our technology empowers organizations with the ability to anticipate, manage, and respond in real-time to strategic and operational risks across the extended enterprise.

## Riskconnect RMIS and ClearSight RMIS Product Information

Riskconnect RMIS and ClearSight RMIS are fully supported and continue to be enhanced to align with the expansive needs of the market. They are integrated through a single sign-on and shared data model so that customers can take advantage of the capabilities each solution has to offer without the need to migrate. Through this integration, Riskconnect RMIS customers have access to ClearSight's robust claims administration capabilities and ClearSight customers have access to a full range of GRC capabilities such as Enterprise Risk Management and Third-Party Risk Management. The integrated RMIS platform is complemented with a suite of governance risk, compliance and environmental, sustainability and governance products for an end-to-end view of risk.

## What's New

Key Highlights:

- Texting service capabilities for claims administration capabilities (claim, incidents and occurrences)
- New digital experience setups for customers that allows simple capabilities for non-traditional users of the system
- Continued focus and addition of standard premium allocation capabilities available across all product lines.
- New standard experiences and dashboards for customers based off best practices of the entire customer base
- Continued improvement on workflow and automation improvements for claims administration continually reducing the time and effort to adjudicate a claim
- Overall, 2022 included 314 net new features added consisting of over 1,000 individual workflow enhancements

## What's Coming

2023 will continue enhancements added via a roadmap that is defined with key initiatives based off customer ideas and requests, market conditions and overall product improvements to maximize the product's value to our

## USER SURVEY PRODUCT SCORES

Claims Administration Claims Management



8.5



8.5

EH&S

Exposures



8.1



8.1

GRC

Healthcare



8.2



8.0

Incident Management

Policy/Program Mgmt



8.6



8.0

Reporting

Analytics



7.9



6.4

Risk Pool Admin

Renewal



7.9



8.2

System Attributes

System-wide Capabilities



8.5



7.6

## Customer Experience

### Support Hours

Monday to Friday  
7am to 7pm (ET)

24/7 after-hours emergency

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Video tutorials
- Website

**User Conference** | Annually

### Client Advisory Council

Yes

## Product

### Release Schedule

Riskconnect - 3/year  
ClearSight - 2/year

### Implementation Time

3-9 Months

### Product License

Annual Subscription/Support

### Average Annual Fee

\$50,000

### Customers



### Users



### Deployment

SaaS

### Hosting

3rd party hosted

### Security Certifications

SSAE 18 SOC 1 Type II, HIPAA  
SSAE 18 SOC 2 Type II

**Data Encryption** | Yes

### 3rd Party Assessment

November 2022

### Browsers

Browser agnostic

current and prospective customers. The roadmap has been developed based on review of hundreds of ideas and discussed internally and externally to make sure we continue to prioritize and deliver market leading capabilities and product expansion as the needs of our customers continue to grow.

## Service Methodology

Riskconnect takes a customer lifecycle view of the customer experience. Support starts in the sale cycle to define a mutual definition of success. During implementation, the delivery team works with the customer to configure the application to meet their needs. Using Best Practices Configuration, the customer is guided through rapid delivery for faster ROI. Post implementation, a Customer Success Manager is assigned and will manage the health of the relationship via our Health Program.

## Implementation Methodology

Riskconnect GoLive! offers three industry-leading implementation options designed to achieve your business objectives as quickly as possible.

### Essentials

Riskconnect's Essentials: This rapid implementation approach sets you up for any necessary follow-on configurations and ensures complete alignment with the Riskconnect product roadmap.

Riskconnect's Best Practice Configuration applies our collective experience from hundreds of customers to customers to go-live fast, while tailoring the core platform to your needs.

Riskconnect's Customer Configuration: established methodology to align your business requirements and use-case sessions with the Riskconnect platform, so customers can fully capitalize on the flexibility and functionality of Riskconnect products.

## Technology Overview

Riskconnect RMIS and ClearSight RMIS are part of Riskconnect's FoundationOne platform. Designed to accelerate time-to-value for customers with a common user experience and blended ecosystem of new and available capabilities, FoundationONE is an integration framework that integrates independent component assets, data, workflow and business processes across the RMIS platforms as well as GRC solutions.

## USER SURVEY RESULTS

### Customer Experience

 **8.2**

### Implementation Experience

 **8.2**

### System Value

 **8.3**

### System Satisfaction

 **8.3**

### Ease of Adoption

 **7.8**

### Understands Our Needs

 **8.4**

### Effectively Used

 **7.6**



A photograph of a person's torso and arms holding a large white sign. The person is shirtless, and their hands are visible holding the edges of the sign. The sign has handwritten text in dark blue ink.

DON'T LEAVE  
YOUR BUSINESS  
EXPOSED!

## Covering *Every* Risk, *Every* Business Faces.

At Riskonnect, we believe that seeing all your risk data should be as easy as putting on your pants.

Our integrated software brings everything you need, into one place, so you can collaborate, act – and protect your business from anything.

### Integrated Risk Management Solutions:

RMIS | CLAIMS ADMINISTRATION | TPRM | ERM | INTERNAL AUDIT | POLICY MANAGEMENT | COMPLIANCE |  
PROJECT RISK MANAGEMENT | BUSINESS CONTINUITY & RESILIENCE | ENVIRONMENTAL, SOCIAL & GOVERNANCE | HEALTH & SAFETY

#### Contact Us Today!

[sales@riskonnect.com](mailto:sales@riskonnect.com) | +1 770.790.4700







## Company Info

### Ownership

Private Equity Backed

### Parent Company

Bow River Capital

### Founded | 2010

### Headquarters & Locations

• Denver, CO

### Leadership

- Jeremy Williams, CEO
- Gary Stone, CFO
- Jose Tribuzio, President of Technology
- Brian Mack - CRO

### Contact

Len Rodkey  
833-564-5211  
[lrodkey@spear-tech.com](mailto:lrodkey@spear-tech.com)

### Employees | 60

### Annual Revenues



### Top Industries

- Finance
- Insurance
- Healthcare

### Product Offerings

- Benchmarking
- Certificate of Insurance Mgmt
- Claims Administration
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- Exposure/Asset Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- Risk Pool Administration
- Underwriting

## Company Overview

Spear's latest suite of insurance software solutions is the first in the P&C sector to leverage the extraordinary capabilities of the Microsoft Power Platform – a low code/no code comprehensive set of tools allowing Spear's solutions to provide unprecedented levels of performance and flexibility.

With Spear, insurance organizations will be operating on the most advanced technology designed from the ground up for business, be able to respond to changing market conditions or business requirements faster and less costly than ever before, and truly experience the freedom of NOT being tied down to the vendor with the ultimate flexibility the Spear platform provides.

## Connections™ and SpearClaims™ Product Information

**Connections** is a robust multi-state, multi-line underwriting and policy management system which centralizes the collection of information and enables the streamlined creation of quotes, endorsements, cancelations, audits, and renewals with integrated billing as part of the solution. The system can support unique client-defined rule-based logic and routine process automation. The user interface is modern, clean, and familiar which makes daily use productive and efficient.

**SpearClaims** is a multi-line claims administration system based on the Microsoft Power Platform and designed by industry veterans. The system handles everything from multi-jurisdiction Workers' Compensation to Commercial and Person Auto to Property, and even Homeowners. All lines are supported. Spear offers the most feature-rich, flexible, and secure system available today.

## What's New

In 2022, the Connections Policy & Billing solution was extended to support property and commercial auto lines of business, a new integration with TranzPay™ for credit card payments, significant enhancements to automated renewal processing, and integration with SpearClaims.

The SpearClaims solution was extended with a SpearPortal™ FNOL online submission, the addition of a Claims Case Management module with Time Tracking, an outbound relay API for third-party integrations, and the announcement of the availability of the Connections/SpearClaims end-to-end suite.

## What's Coming

For 2023, the big news is the availability of SpearPolicy™, SpearBilling™ and SpearPortal (for brokers/agents/policyholders) solutions built on the same platform as SpearClaims by the end of the year. These solutions will be more than the next evolution of Connections as they introduce a completely new level of back-office insurance management to our target market. These solutions have an

## Customer Experience

### Support Hours

7 AM - 5 PM (MST)  
for Connections

7 AM - 7 PM (MST)  
for SpearClaims

### Support Offered

- Community forums
- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

### User Conference

Annually

**Client Advisory Council** Yes

## Product

### Release Schedule

Every 4 weeks

### Implementation Time

Varies—driven by  
overall scope

### Product License

Annual recurring  
subscription basis

### Customers



### Users



### Average Annual Fee

Not disclosed

### Deployment

SaaS

### Hosting

- 3rd party hosted
- Client hosted
- Vendor hosted

### Security Certifications

SSAE 18 SOC 2 Type II

### 3rd Party Assessment

November 2022

**Data Encryption** | Yes

### Browsers

- Apple Safari
- Google Chrome
- Internet Explorer
- Microsoft Edge
- Mozilla Firefox

intense focus on rule-based automation, data visualization, data intelligence, enabling clients to customize their experience on our solutions with low code/no code support.

## Service Methodology

Spear provides several models for post-production support that are tailored to client-specific requirements. Clients have the option of a vendor-hosted vs client-hosted environment, vendor-managed layer in conjunction with a client-custom layer for the ultimate client flexibility and speed in customization delivery. Spear recognizes that software is only part of the solution and that service is where we outshine the competition. Our culture lends itself to a client-first mindset and our services are a direct reflection of the underlying core values we share. Our dedicated team of technical service consultants works directly with customers to understand, assess, design, and solution.

## Implementation Methodology

Our dedicated team of implementation specialists is made up of insurance experts, project managers, and qualified technicians. The methodology follows a five-phase project including discovery, configuration & design, data conversion, acceptance & go-live, culminating with hypercare which is the transition to mainstream support. The entire project is overseen by a single project manager and staff resources are used in such a way as to minimize customer expense while maintaining a tight project timeline.

## Technology Overview

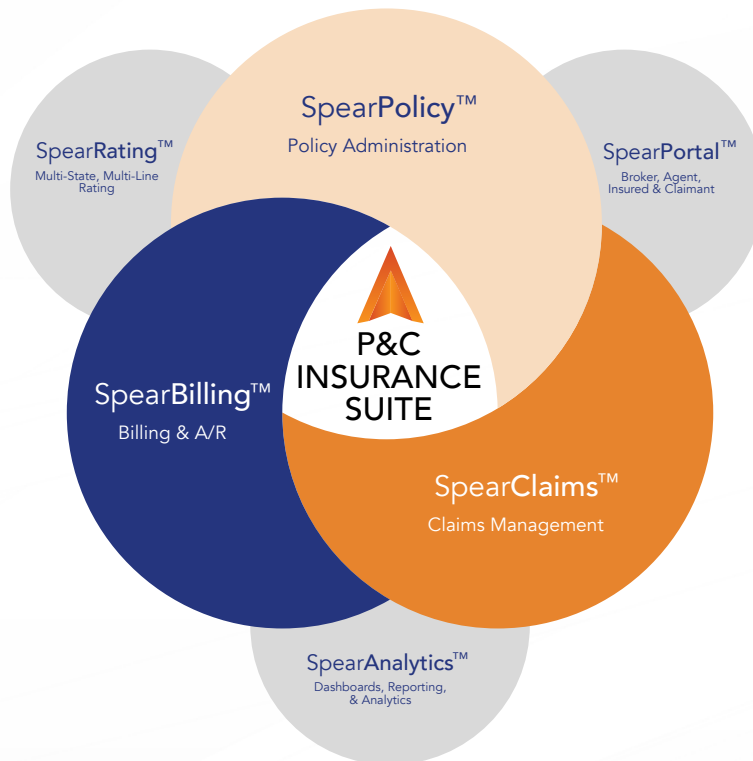
Since its inception, Spear's goal has been to provide technological capabilities and purpose-built insurance solutions. One of our core values which is deeply rooted in who we are is to "Be Disruptively Innovative." Spear's platform is the first in the P & C sector to leverage the extraordinary capabilities of Microsoft's Low Code/No Code PowerPlatform. We are full-steam ahead in growth mode making huge investments in our platform to the benefit of all.



THE NEXT WAVE OF P&C INSURANCE SOLUTIONS



**SPEED. CONTROL. RESULTS.**



BUILDING THE **FUTURE** NOW

**"SPEAR IS BUILT FOR INSURANCE"**

Property and casualty insurance software solutions  
designed for organizations of **all** sizes

Available as a suite, or standalone,  
Spear's solutions scale up as your business grows

**SPEAR-TECH.COM**



INSURANCE SOLUTIONS BUILT ON THE LOW CODE / NO CODE  
MICROSOFT POWER PLATFORM™



## Company Info

### Ownership

Private Equity-Tailwind Capital

**Founded |** 1977

### Headquarters & Locations

- **Atlanta GA**
- London, UK
- Paris, France
- Sydney, Australia
- Bengaluru, India

### Leadership

- Salil Donde, CEO
- Ned Myers, CRO
- Steve Cloutman, Managing Director
- Jonathan Nichols, Global Head of Professional Services

### Contact

Ned Myers  
339-234-1302  
[ned.myers@ventivtech.com](mailto:ned.myers@ventivtech.com)

**Employees |** 475

### Annual Revenues

Not disclosed

### Top Industries

- Government
- Insurance
- Manufacturing
- Retail
- Utilities

### Product Offerings

- Benchmarking
- Certificate of Insurance Mgmt
- Claims Administration
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- Risk Pool Administration
- TCoR/Allocations
- Underwriting

## Company Overview

Ventiv is the leading global provider of solutions to manage insurance, risk, and claims. Ventiv serves over 450 institutions, 40 countries, and 400,000 professionals. Ventiv's global footprint and experienced team of industry veterans delivers insight to organizations to predict, manage, and respond to risk. Customers leverage Ventiv's advanced analytics directly through their RMIS to reduce risk, claims and insurance costs.

Ventiv's SaaS and on-prem solutions are deployed by third party claims administrators (TPAs), brokers, insurers, risk pools, federal and regional governments, insured and self-insured corporate entities across transportation, retail, financial services, hospitality, energy, utilities, aviation, manufacturing, and other industries.

### Ventiv IRM and AdminSuite Product Information

Ventiv has a suite of integrated solutions for insurance, risk and claims administration and management, available as an enterprise or modular solution, all with powerful analytics embedded.

**Ventiv IRM:** (risk management information solutions) Improve and simplify the evaluation, mitigation and monitoring of risk. Stay ahead of changing expectations with powerful, built-in analytics, business intelligence and reporting.

**Ventiv Claims:** Promote optimal claim outcomes and reduce costs. The most feature-rich core-administration solution empowers examiners to focus completely on claim resolution.

**Ventiv Policy:** Streamline every policy process, from underwriting to renewal. End-to-end policy administration reduces costs and improves service to agents and insureds.

**Ventiv Billing:** Achieve ultimate flexibility in billing for insurance. Enhance the billing cycle with improved data integrity, automated workflows, greater efficiency and a modern user experience.

**Ventiv Analytics:** The most advanced analytics, reporting and data-discovery platform with Artificial Intelligence (AI), Automated Pattern Detection, Geospatial Analytics, Natural Language Querying and integration with third-party data sets to create predictive models.

**Ventiv RPA:** Ventiv Robotic Process Automation (RPA) automates manual process, integrates disparate applications and frees staff to perform higher-value functions.

### What's New

Ventiv has integrated their full suite of decision analytics into their RMIS and Claims Administration platforms, enabling clients to lower their total cost of risk (TCOR), improve claims settlement timing and cost, avoid

## USER SURVEY PRODUCT SCORES

Claims Administration Claims Management



8.0



7.9

EH&S



7.6

Exposures



7.8

GRC



7.4

Healthcare



8.4

Incident Management



8.1

Policy/Program Mgmt



7.4

Reporting



7.1

Analytics



6.2

Risk Pool Admin



6.5

Renewal



7.9

System Attributes



7.7

System-wide Capabilities



7.1



## Customer Experience

**Support Hours**  
24/7

### Support Offered

- Community forums
- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

**User Conference**  
Annually

**Client Advisory Council**  
Yes

## Product

**Release Schedule**  
2–3 major releases per year

**Implementation Time**  
3–6 Months

**Product License**  
Licensed based on job function

Claims products are licensed on a concurrent user basis

**Average Annual Fee**  
Varies

**Customers**  


**Users**  


**Deployment**

- Private cloud
- SaaS
- On-Premise (Ventiv AdminSuite only)

**Hosting**

- Vendor hosted
- Client hosted

**Security Certifications**  
SSAE 18 SOC 1 Type II, EU-U.S. Privacy Shield, SSAE 18 SOC 2 Type II, ISO 27001

**Data Encryption** | Yes

**3rd Party Assessment**  
November 2022

**Browsers**  
Browser agnostic

jumper claims and litigation, and improve the overall operational efficiency of claims administration. Ventiv's Geospatial (GIS) offering assists risk managers in taking real-time precautionary measures to avoid loss.

### What's Coming

Ventiv is expanding its leadership with integrated analytics in its RMIS system. Pre-loss, Ventiv is offering Claims Benchmarking across industry sectors, Body Risk Index Score, and other key measures to predict severity. Ventiv is expanding its predictive models to incorporate fraud detection, natural language processing (NLP), and other psychosocial insights. Post-loss, Ventiv is offering a variety of benchmarks, indices, and other data insights to assist in complex loss analysis, adjuster sentiment analysis, and more.

### Service Methodology

Ventiv views each customer as a business partner and assigns each Ventiv customer with a personal Customer Success Manager (CSM) whose overriding mission is to focus on helping to achieve high value outcomes using Ventiv products. The Ventiv Customer Success Management team brings a wealth of knowledge and expertise (over two dozen representatives with average of 10 years work experience in the industry) to help Ventiv customers get the most out of their Ventiv products.

### Implementation Methodology

Ventiv utilizes an agile approach to implementation and is focused on delivering solutions to support our clients' success. Ventiv works collaboratively with our customers to understand critical success factors, current processes and business goals. Ventiv ensures transparency with all components of the implementation. Our approach includes a formalized project plan, status reports, specifications and sign-off on all deliverables. All tasks are measurable with KPIs in place to ensure we deliver to expectations.

### Technology Overview

Ventiv's state of the art product and analytics capabilities serve the broad spectrum of insurance and risk needs. Ventiv develops, implements, hosts, services and supports Ventiv products. Ventiv Cloud is Ventiv's private end-to-end managed community cloud and the vehicle Ventiv uses to develop, host and deliver our SaaS applications. Developed to serve the risk, insurance and safety community, Ventiv Cloud is unsurpassed in its ability to meet our clients' application needs.

## USER SURVEY RESULTS

**Customer Experience**

 **7.7**

**Implementation Experience**

 **6.7**

**System Value**

 **7.5**

**System Satisfaction**

 **7.7**

**Ease of Adoption**

 **7.4**

**Understands Our Needs**

 **8.0**

**Effectively Used**

 **7.2**

**ventiv** 

# Improve the Efficiency of your Claims Administration operation

Ventiv's Predictive Analytics provide the answer key to resolve a claim.

The optimal claim resolution can be integrated within the claims administration workflow through straight-through or low-touch processing, improved staffing costs, allocating workflows to the appropriate adjuster, and reducing the claims costs.

- ▶ Understand the TRUE value of a claim
- ▶ Resolve claims at the optimal time
- ▶ Avoid litigation and identify jumper claims early
- ▶ Recover costs through subrogation
- ▶ Set case reserves accurately



VENTIV PREDICT SOLUTIONS:

Case Reserve - Claim Severity Score

Litigation Propensity - Claim Duration - Subrogation

INTERESTED?

LEARN  
MORE



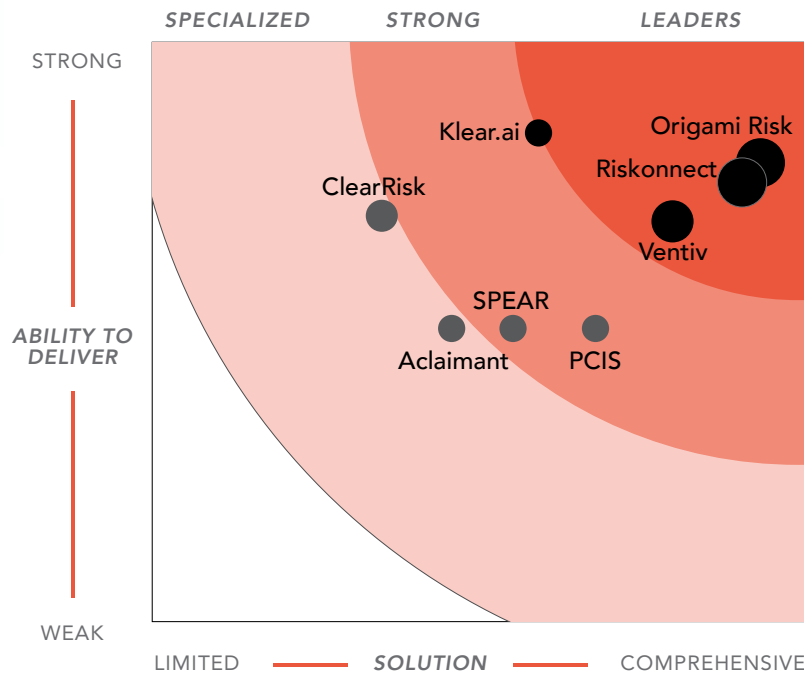
[contact@ventivtech.com](mailto:contact@ventivtech.com)

ACTIONABLE INSIGHTS

**ventiv** ▶

# Providers at a Glance: Unbundled Providers

## OVERALL RATINGS



### LEGEND

- Solid circles represent vendors that had sufficient user survey results and the author's had direct up-to-date knowledge
  - Gray circles represent vendors that limited user survey results were available.
- Ability to Deliver is based on the User Survey results. Solution results are based on the user survey results and the Vendor RFI.

## SYSTEM CAPABILITIES

	Aclaimant	Klear.AI	Origami Risk	PCIS	Riskconnect	SPEAR Tech	Ventiv
CAPTIVE POOLING	○	●	●	●	●	●	●
CLAIMS ADMIN	○	●	●	●	●	●	●
CLAIMS MGMT	●	●	●	●	●	●	●
EH&S	●	○	●	○	●	○	●
ERM / GRC	○	○	●	○	●	○	●
EXPOSURES	●	●	●	●	●	●	●
HEALTHCARE	○	○	●	○	●	○	○
INCIDENT MANAGEMENT	●	●	●	●	●	●	●
POLICY & INSURANCE	●	●	●	●	●	●	●
REPORTING	●	●	●	●	●	●	●

### LEGEND

- VERY STRONG
  - STRONG
  - ABOVE AVERAGE
  - AVERAGE
  - BELOW AVERAGE
  - WEAK
  - N/A
- The results displayed are based on the composite results of the Vendor RFI scoring and User Survey results.



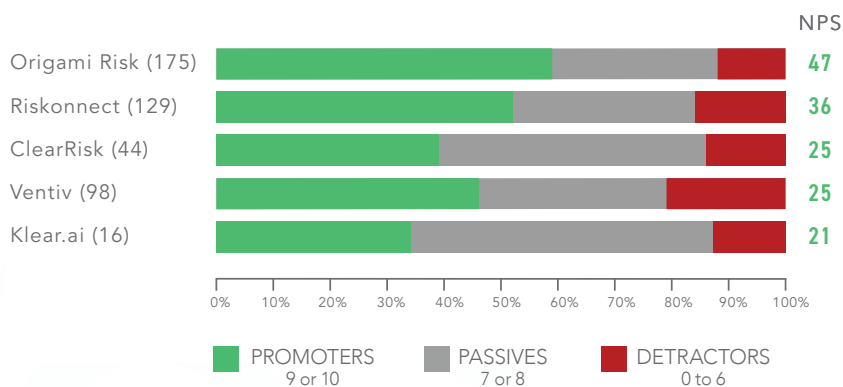
## PRODUCT OFFERINGS

	Acclaimant	APP Tech	Assure (DXC)	ClearRisk	PCIS	EBIX	Five Sigma	Insurity	Klear.ai	Origami Risk	PCIS	Riskconnect	SPEAR Tech	Ventiv
BENCHMARKING	●		●	●	●	●	●	●	●	●	●	●	●	●
CERTIFICATE OF INSURANCE MANAGEMENT			●	●		●			●	●		●	●	●
CLAIMS ADMINISTRATION		●	●	●	●	●	●	●	●	●	●	●	●	●
CLAIMS MANAGEMENT	●	●	●	●	●	●	●	●	●	●	●	●	●	●
DATA ANALYTICS/PREDICTIVE MODELING	●	●	●	●		●	●	●	●	●	●	●	●	●
ENVIRONMENTAL, HEALTH & SAFETY	●		●	●	●	●			●	●	●	●		●
EXPOSURE/ASSET MANAGEMENT	●		●	●	●	●	●	●	●	●	●	●	●	●
GOVERNANCE, RISK & COMPLIANCE			●	●			●	●	●	●	●	●		●
HEALTHCARE RISK MANAGEMENT						●				●		●		●
LITIGATION MANAGEMENT	●	●	●	●	●	●	●	●	●	●	●	●	●	●
LOCATION/PROPERTY MANAGEMENT	●	●	●	●	●	●	●	●	●	●	●	●	●	●
OSHA COMPLIANCE	●	●	●	●		●	●	●	●	●	●	●	●	●
POLICY/PROGRAM MANAGEMENT	●	●	●	●	●	●	●	●	●	●	●	●	●	●
RISK POOL ADMINISTRATION			●	●					●	●	●	●	●	●
TCOR/ALLOCATIONS	●			●		●		●	●	●	●	●		●
UNDERWRITING		●				●	●		●	●	●		●	●

### LEGEND

OFFERED ●  
This information is self-reported by the vendors and not vetted by the authors for accuracy.

## NET PROMOTER SCORE



The Net Promoter Score (NPS) is a prominent customer satisfaction metric. User Survey respondents were asked "How likely is it that you would recommend the system to a friend or colleague in the industry? (Scale: 0 - Not at all likely to 10 - Extremely Likely)." Only vendors with sufficient user feedback are included. Number of respondents shown in parentheses.

## Be the broker of choice

**Sell** more new business, **retain** clients through value-added services and **optimize** the profitability of your book with the RMIS built by risk professionals for risk professionals: Aclaimant.



[Learn More](#)



# Harness Your Risk with a Bundled RMIS

*By David Tweedy, Senior Advisor, Redhand Advisors*

Good data is key to surviving the current market and reducing risk. It will help you project claims so you can accurately fund them and serve as an illustration of your business' overall risk exposure. Data will also illustrate your loss prevention strategy and show the results of your claims management efforts.

A good risk management information system (RMIS) will turn risk data from across your organization into a solid analytical tool, providing the context underwriters want to see. So how do you know what's best for your organization? Do you need to invest in an RMIS? You most likely already have access to bundled RMIS, but will that do the job? Here's some guidance to help you determine what's best for your organization.

## **Bundled vs. Unbundled: What's the difference?**

The simplest definition of a "bundled" RMIS is that the system is offered by the insurance provider and bundled with their core offering. Bundled systems are typically provided by insurers, third party administrators (TPAs) and brokers. The system is typically only available to the client while they are under contract with the services of the provider. The cost of the system is typically included within the overall service charges by the insurance entity.

By contrast, an "unbundled" system is sold by independent software providers to clients and is therefore under the control of the client. Businesses buy (or rather, license) the software and ongoing support services from the independent RMIS vendor.

Bundled RMIS systems have come a long way in the last decade, providing new features and functionality, with more robust reporting and analysis capabilities. They provide their clients with access to real-time claims and policy information, a distinct plus. Some have the ability to pay premiums directly through the system. Another plus: the bundled system provides 24/7 communication access between the client and the insurer entity. Additionally, some insurers and TPAs are adding new functional capabilities that used to be only offered by the unbundled vendors.





## Which businesses should harness just a bundled RMIS?

The answer to this question is never as simple as small businesses = bundled systems and large organizations = unbundled. Because the features and capabilities in bundled systems have increased in recent years, determining what is best for your organization requires a deeper dive into what risks and reporting your business seeks.

Organizations that have all of their claims business with one TPA or insurance company and are simply looking for claims information and claims management capabilities should opt for a bundled RMIS. In addition, if you have basic exposures and a limited number of locations, it may be simpler to use the insurance company's and TPA's bundled RMIS.

Here are three benefits of a bundled RMIS:

- 1. It's a faster to obtain your data.** You get real time information from your bundled carrier or TPA, which makes life simpler for your organization. Unbundled systems have to pull and filter information from multiple insurance companies and TPA sources, which typically is not real time.
- 2. It's more cost-effective.** Consider the economies of scale. Unbundled systems can cost an organization hundreds of thousands of dollars. A bundled RMIS, on the other hand, is included in your overall services, which means you don't have to pay for a separate system.

- 3. It provides some personnel savings.** It's likely that your risk management team is already familiar with the bundled RMIS your organization has access to and have been using it for a while. Your organization may not require a more sophisticated unbundled RMIS, so why pay for it?

Unfortunately, many businesses do not take advantage of the bundled RMIS provided from their insurer or TPA. If you find yourself depending more on an Excel spreadsheet to gather data, you should consider how the bundled RMIS can take away some of those manual operations.

**TIP:** To help determine which option is best suited for your organization, create a list of all insurance service providers and what they each do for your organization. Include TPAs, all insurance companies and any other providers collecting your business' risk data. If most are with one organization (such as an insurer), you would greatly benefit from their bundled RMIS.

## Remember this

It's not enough to have a good data collection system in place. That system must help your team use the data collected to make better decisions when managing claims costs and high-stakes risks. Choosing the right RMIS for your organization is the first step in achieving it.



# Bundled RMIS Provider Update

As we did in the Unbundled section, we have combined the offerings from the brokers, insurers and TPAs into one consolidated section. These products are more similar than dissimilar and tend to concentrate on enhancing the core functions that support the primary services that each provider offers; focused on claims management, risk consulting, safety management, data analytics, loss analysis, and benchmarking. The composite user feedback in 2023 continue to support this assertion.

Nevertheless, some in the Bundled space have made some significant advances in their RMIS offering to clients. Most, from what we observe, stayed pretty much the same.

**TPAs:** As in the past few years, the TPA sector made the most significant advances. In fact, one TPA RMIS could almost be considered an “unbundled” system in terms of their functionality.

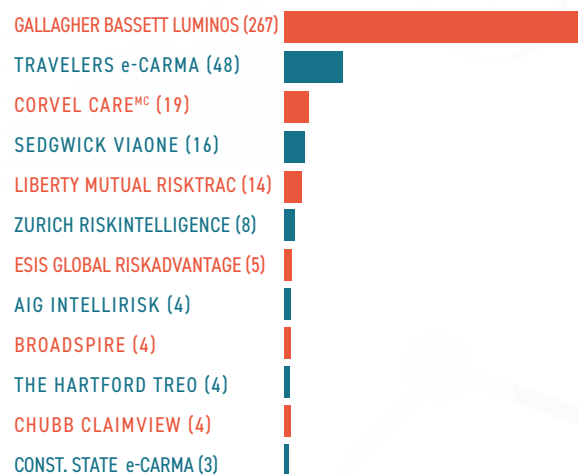
**Gallagher Bassett (GB).** GB’s RMIS, Luminos, can almost be compared to unbundled system offerings due to its broad functionality. They offer RMIS capabilities that we don’t typically see from other bundled offerings. We consider Luminos a ‘hybrid’ as it far exceeds the other bundled systems’ offerings and offers features only found in unbundled offerings.

Specific improvements this year include:

- Enhanced e-learning functionality;
- Safety/loss control module;
- Increased focus on core insurer business; and
- Improved analytics and KPIs with their “smart benchmarking” function.

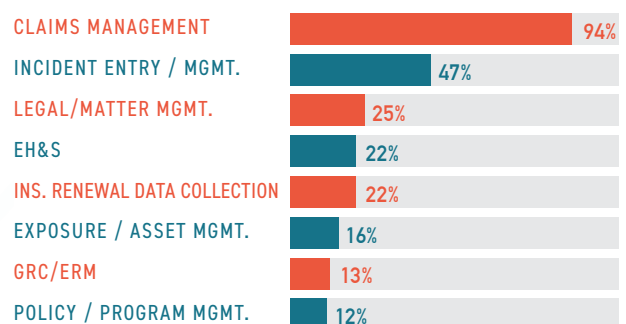
This year, GB had the most responses to our user survey across all providers including the unbundled space, with 267 responses.

## RMIS REPORT USER SURVEY RESPONSES



(#) NUMBER OF RESPONDENTS IN PARENTHESES

## CURRENT USAGE



**CorVel**, another leader in TPA RMIS category, continues to enhance their *Care<sup>MC</sup>Edge* system. CorVel has continued to further develop their WC claims/managed care functionality to new heights. From a WC perspective, they are the most functional bundled system.

Some improvements:

- Increased usage of AI technology in their RiskScore for each claim;
- Real time claims summaries showing risk levels of each claim;
- Auto adjudication of bills with no adjuster involvement; and
- Improved graphics.

Client feedback was very favorable on the system and has improved every year that we have been following it.

**Constitution State Services (CSS)**, the TPA subsidiary of the Travelers, offers e-CARMA as its parent Travelers does. While we received limited feedback from CSS clients, we understand that their clients receive the same level of functionality and service that Travelers' clients receive.

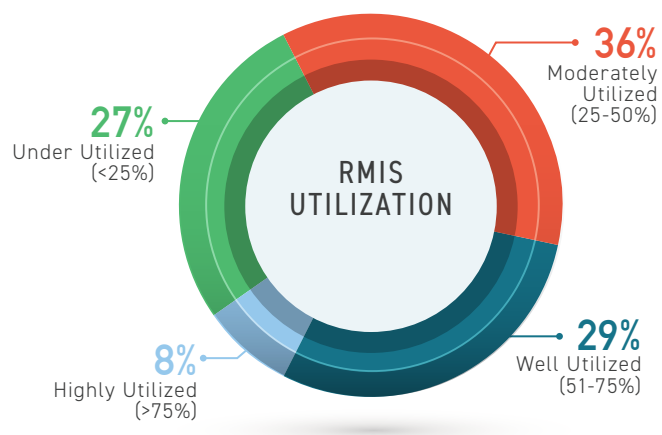
**Insurers:** With only one exception, we did not observe any significant advancements in the insurer space this year.

**Travelers**, e-CARMA system leads the Insurer RMIS offerings. They continue to provide innovations to the product as well as concentrating on the knowledge and skill level of the RMIS team that oversees it with the client base.

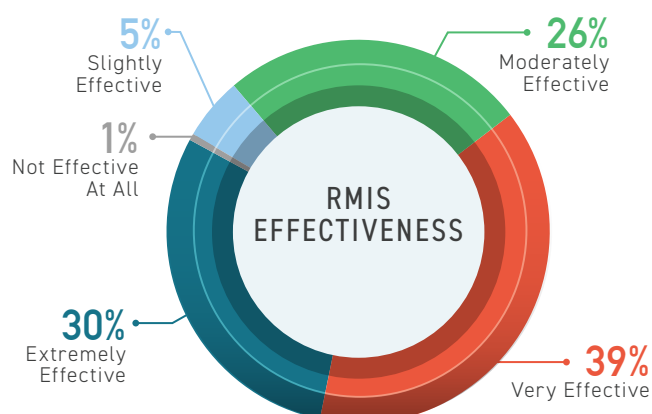
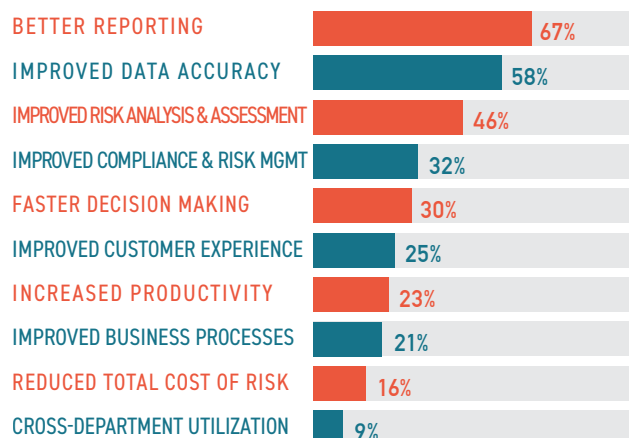
Some notable improvements:

- RMIS University providing improved content and training material;
- Enhanced data integration; and
- Improved OSHA functionality.

**Brokers:** Brokers' RMIS-like offerings continue to expand. The brokers are offering bundled solutions that support their core offering which is very different than when brokers owned the biggest RMIS products in the market. These features include renewal value collection, benchmarking and analytics.



## RESULTS ACHIEVED





# LUMINOS

Organizations regularly stockpile transactional risk data. Market leaders successfully tap into the context and meaning of their risk management data, driving deliberate decisions that lower their Total Cost of Risk (TCOR).

At GB, we continuously merge our claims expertise, intellectual capital and industry leading Luminos RMIS products to deliver the actionable information you need to drive superior outcomes.

What are you waiting for?

Learn more about our Luminos Expanded Service Offerings, through our Sales or Client Service teams, or contact Jennifer Turner, SVP RMIS Solutions, at [jennifer\\_turner1@gbtpa.com](mailto:jennifer_turner1@gbtpa.com).



**GALLAGHER BASSETT**

GUIDE. GUARD. GO BEYOND.

# Bundled Provider Profiles



# Broadspire

## Company Info

### Ownership

Public Company

### Parent Company

Crawford & Company

### Founded | 1978

### Headquarters & Locations

- Peachtree Corners, GA
- Chicago, IL
- Berkley Heights, NJ

### Leadership

- Rohit Verma, CEO
- Joseph Blanco, President
- Mike Hoberman, President
- Joel Raedeke, CTO

### Contact

Joel Raedeke  
(224) 361-1882  
[joel.raedeke@choosebroadspire.com](mailto:joel.raedeke@choosebroadspire.com)

### RMIS Employees | 10,000

### Top Industries

- Finance & Insurance
- Healthcare
- Manufacturing
- Retail
- Transportation

### Product Offerings

- Benchmarking
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- TCoR/Allocations

## Company Overview

Crawford & Company (Crawford) provides claims management solutions to the risk management and insurance industry, as well as to self-insured entities. The Crawford Solution offers claims services, business process outsourcing and consulting services for various product lines. The Crawford Solution is delivered to clients through its three global business operations: Loss Adjusting, Third Party Claims Administration (TPA), and Platform Solutions. Crawford has 700 locations in 70 countries with 9,000 employees worldwide.

## Broadspire Client Ecosystem Product Information

Broadspire's comprehensive Client Ecosystem (RMIS) offering allows clients the ability to view, edit and analyze both individual claims and trends within their book. Designed to be intuitive, the system was designed using UX best practices and requires little-to-no training. This includes our new Claim Lookup. Easily access your most viewed claims on any browser, using multiple windows if needed, to get real time updates. Our dashboards let clients analyze their data in real time, so clients can make the best decisions on their claims with the best information. Industry peers and biopsychosocial stats (mood, pain, pain outlook) are included. Dashboards include Return to Work, Litigation, Medical Costs, Vital Stats and more. Our solution is further enhanced through our in-house Data Science professionals and Machine Learning Artificial Intelligence (AI) platform. Broadspire's solution allows us to efficiently deploy custom predictive models and benchmarking leading to better actionable recommendations in support of our clients' goals and objectives.

## Service Methodology

Broadspire uses a consultative approach to technology and analytics. This allows us to align capabilities and resources for clients via regular strategic planning and stewardship. This stewardship comes in the form of Program Health Assessments where our analysts mine client data for opportunities to provide custom solutions to client pain points. This interaction of people and analytics gives our clients unique and actionable insights, while also equipping them to explore their data themselves.

## Implementation Methodology

We implement via project management approach. First, we take time to understand client goals and objectives. Then our team ensures the right features and resources are aligned to achieve the desired client outcomes. This approach also ensures accountability across the team so we hit the needed deadlines for implementation.

## Technology Overview

Web based product with Oracle backend, and integrated with Oracle and PowerBI.

## Customer Experience

### Support Hours

Monday to Friday  
7AM to 6PM (EST)

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

### User Conference

Annually

### Client Advisory Council

Yes

## Product

### Release Schedule

Monthly

### Implementation Time

1-2 weeks

### Customers



### Users



### Deployment

- SaaS
- Hybrid

### Hosting

Vendor hosted

### Security Certifications

- NIST
- SSAE 18 SOC 2 Type II

### 3rd Party Assessment

September 2022

### Data Encryption | Yes

### Browsers

Browser agnostic

# Constitution State Services

## Company Info

### Ownership

Public Company

### Parent Company

Subsidiary of The Travelers Companies, Inc

### Founded | 1980

### Headquarters & Locations

- Hartford, CT
- Irvine, CA
- Los Angeles, CA
- Walnut Creek, CA
- Alpharetta, GA
- Chicago, IL
- St Paul, MN
- Charlotte, NC
- Philadelphia, PA
- Dallas, TX
- Houston, TX

### Leadership

- John Gorecki Jr. President

### Contact

John Gorecki, Jr

860-277-0382

[jgorecki](mailto:jgorecki)

[@constitutionstateservices.com](https://www.constitutionstateservices.com)

### RMIS Employees | 118

### Top Industries

- Business & Consumer Services
- Manufacturing
- Retail
- Transportation
- Wholesale

### Product Offerings

- Benchmarking
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- TCoR/Allocations

## Company Overview

Constitution State Services is a third-party administrator for workers compensation claims, general liability claims, commercial auto claims and property claims. As a subsidiary of The Travelers Companies, Inc., we have provided claim management and risk control services for over 40 years.

We collaborate closely with claim managers, risk managers, insurance buyers and brokers, to provide custom insights and recommendations that position them for success. Leveraging our national scale with technical expertise enables us to deliver superior results.

## e-CARMA® Product Information

CSS RMIS is a risk management information provider that combines quality service and a premier risk management tool, e-CARMA. Our customer-focused tools and services meet the evolving data and analytic needs of our customers. e-CARMA provides a highly customized and personalized user experience to manage data and conduct analysis of your risk portfolio. Claim, managed care, risk control, policy, customer-specific, billing and exposure information are integrated into e-CARMA in a highly secured and controlled environment that is re-certified annually. OSHA recordkeeping is integrated into e-CARMA with a full-service option. e-CARMA is designed with direct involvement of our customers which results in an intuitive, customer-centric experience.

## Service Methodology

RMIS service begins with a dedicated RMIS consultant conducting an initial needs analysis and capabilities overview. e-CARMA training, data analysis, metric interpretation, and organization code support are just some of the RMIS services customers receive. Our RMIS service model resembles a collaborative partnership, where RMIS consultants, alongside our customers, work to generate efficiencies and customize solutions in a constantly evolving data-centric environment.

## Implementation Methodology

Product implementation and training is completed in collaboration with the customer's schedule. Account setup is initiated on day 1. Full system implementation and initial training is typically completed within 15 days.

## Technology Overview

We continue to offer improvements in both Data and Information services. Data improvements are highlighted by access to new sources, which is opening analytic avenues for e-CARMA, and the development of external APIs to expand our outgoing data offering. Information improvements (delivered via e-CARMA) provide expanded capabilities while still treating customers to customized and personalized information. A deeper leveraging of cloud-based technologies is modernizing our infrastructure, improving scalability and reducing development time for new capabilities.

## Customer Experience

### Support Hours

Monday to Friday  
7am to 8pm (EST)

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

### User Conference

Bi-annually

### Client Advisory | Yes

## Technology

### Release Schedule

Monthly

### Implementation Time

15 days

### Product License

Subscription based

### Customers



### Users



### Deployment

- On-Premise
- Private cloud
- Public cloud

### Hosting

- 3rd party hosted (OSHA module)
- Client hosted

### Security Certifications

SSAE 18 SOC 2 Type II

### 3rd Party Assessment

January 2023

### Data Encryption | Yes

### Browsers

Browser agnostic



## Company Info

### Ownership

Public Company

**Founded |** 2000

### Headquarters & Locations

- Fort Worth, TX
- 80 office locations nationwide

### Leadership

- Gordon Clemons, Chairman
- Michael Combs, President and CEO
- Brandon O'Brien, CFO
- Maxim Shishin, CIO
- Stefan Richards, CISO

### Contact

Melissa Storan  
949-838-1919  
[melissa\\_storan@corvel.com](mailto:melissa_storan@corvel.com)

**RMIS Employees |** 150

### Top Industries

- Healthcare
- Manufacturing
- Public Entity
- Retail
- Transportation

### Product Offerings

- Benchmarking
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- TCoR/Allocations

## Company Overview

CorVel Corp. applies technology including artificial intelligence, machine learning and natural language processing to enhance the managing of episodes of care and the related health care costs. We partner with employers, third-party administrators, insurance companies and government agencies in managing worker's compensation and health, auto and liability services. Our diverse suite of solutions combines our integrated technologies with a human touch. CorVel's customized services, delivered locally, are backed by a national team to support clients as well as their customers and patients.

## Care<sup>MC</sup> and Care<sup>MC</sup> Edge<sup>SM</sup> Product Information

CorVel's proprietary claims management system has been developed and supported by our in-house, full time information systems division. We continue to make significant investments in the development of our integrated system that offers tremendous cost and time-saving benefits for our clients and partners. Unlike most industry platforms, we do not rely on data feeds from third parties that can delay critical information. Our system is highly codified and supports our claims and medical management teams by supplying extensive, real-time information to enable faster intervention and improved outcomes. The claims system provides clients with complete program visibility to keep them connected throughout the entire claims process. Care<sup>MC</sup> Edge is CorVel's dynamic and integrated workspace that helps Claims Professionals take timely and informed action on claims, drive better outcomes and reduce the total cost of risk. It provides a unique user experience allowing the Claims Professionals to move from a reactive task-based environment to an intuitive experience that supports their knowledge and expertise.

## What's New

**Claims Scorecard:** This new model incorporates factors known at the onset of the claim, including age, duration, multiple claims, and more. The enhancements provide more information during the claims process to produce additional actions that directly lead to claim resolution. The new claims scorecard project offers the following features

- Reduce claim cost and return the injured worker in the most effective and expedient way
- Provide the user with an interactive real-time experience
- Create a better claims experience for all parties
- **Defense Scorecard:** This new interface determines the best counsel based on prior results; Measuring elements such as Duration, Cost, Jurisdiction and Disability/Impairment Ratings

## USER SURVEY PRODUCT SCORES

Claims  
Management



**8.2**

EH&S

Exposures



**7.2**



**6.3**

Incident  
Management

Policy/Program  
Mgmt



**6.5**



**6.3**

Reporting

Analytics



**7.9**



**7.1**

System  
Attributes

System-wide  
Capabilities



**8.0**



**7.4**

## Customer Experience

### Support Hours

Monday to Friday  
7 AM to 5 PM  
(local time)

### Support Offered

- Community forums
- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- User manuals
- Video tutorials
- Website

### User Conference

Semi-annually

### Client Advisory Council

Yes

## Product

### Release Schedule

Monthly

### Implementation Time

5-90 days

### Product License

Based on user & service model

### Customers



### Users



### Deployment

Vendor hosted

### Hosting

Vendor hosted

### Security Certifications

- SSAE 16 - SOC 2
- SSAE 16 - SOC 1

### 3rd Party Assessment

January 2023

### Data Encryption | Yes

### Browsers

Internet Explorer

## What's Coming

CorVel's latest release, the Return to Work Dashboard, gives a holistic high level overview with the functionality to drill down to individual claims. Detailed information offers claim demographic, financial information as well as features about that claim that may influence return to work.

## Service Methodology

CorVel is committed to a high level of customer service to meet and exceed our client's expectations.

## Implementation Methodology

CorVel has a robust implementation team to work with the account management team with a detailed implementation plan engaging all key stakeholders.

## Technology Overview

CorVel uses its own proprietary software for data management. CorVel is the only system application for all service lines including claims management, bill review, ancillary and pharmacy benefit management, and patient management. The system is a web-based platform that offers clients complete detailed transparency with 24/7 direct online access to their program.

## USER SURVEY RESULTS

### Customer Experience

 **8.2**

### Implementation Experience

 **9.0**

### System Value

 **8.2**

### System Satisfaction

 **8.1**

### Ease of Adoption

 **8.3**

### Understands Our Needs

 **8.2**

### Effectively Used

 **7.5**

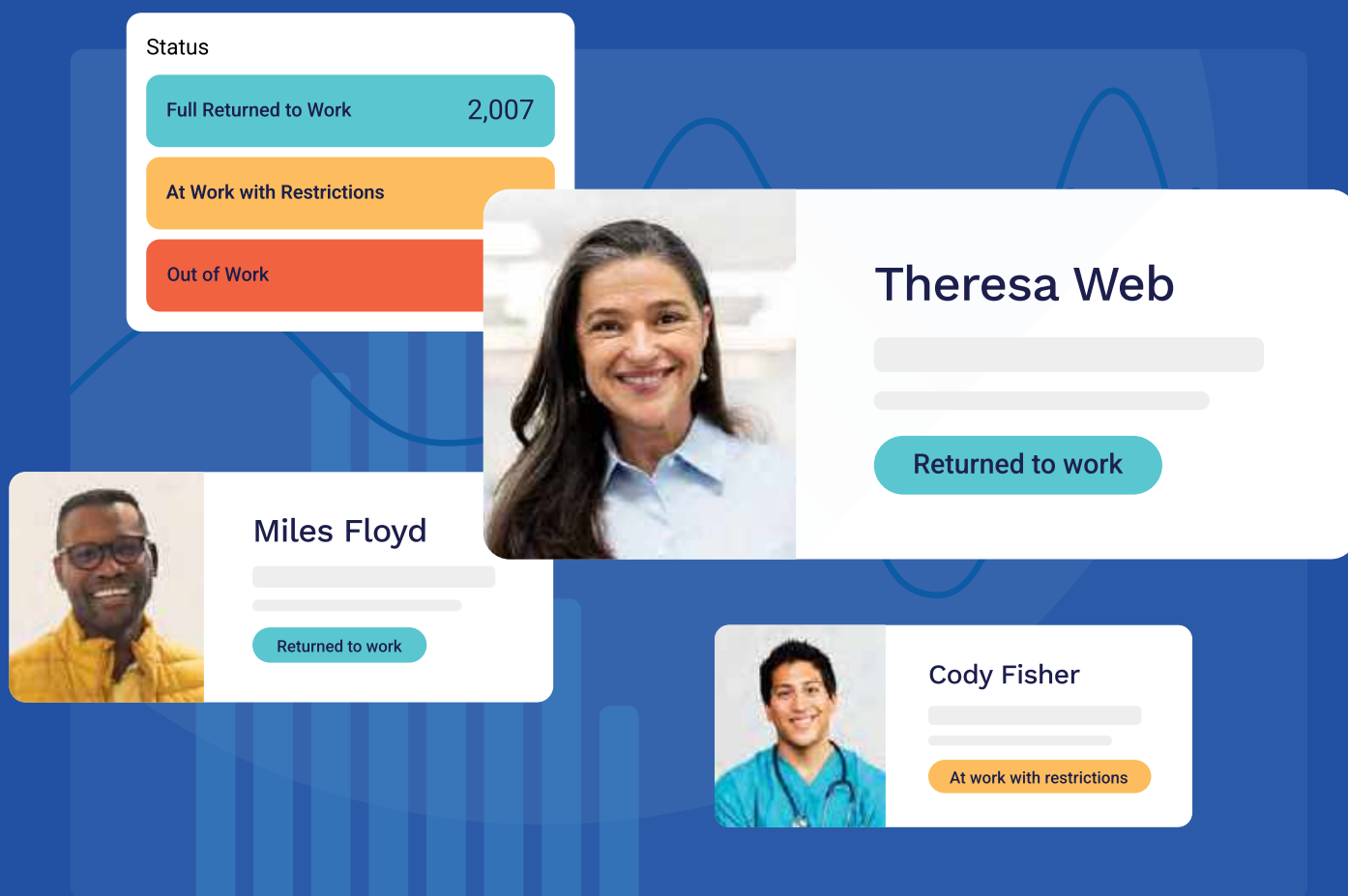






TRANSFORM CLAIMS MANAGEMENT

# Strong insights, stronger recoveries



Available through Care<sup>mc</sup>, our powerful Return to Work Dashboard provides a high-level view of information with the ability to drill through the data and access detailed insights for every patient. Identify areas of improvement, track progress, and make informed decisions with ease so you can achieve return-to-work goals faster.

Learn more about Care<sup>mc</sup> at [corvel.com](https://corvel.com)

## Company Info

### Ownership

Public company

### Parent Company

Chubb

### Founded | 1999

### Headquarters & Locations

- Philadelphia, PA
- Phoenix, AZ
- Tampa, FL
- Atlanta, GA
- Overland Park, KS

### Leadership

- Jim Shevlin, President
- Vasantha Prammagnanam, CIO;

### Contact

Mark Bossi  
857-200-8481  
[mark.bossi@esis.com](mailto:mark.bossi@esis.com)

### RMIS Employees | 120

### Top Industries

- Construction & Engineering
- Healthcare
- Manufacturing
- Professional Services
- Transportation

### Product Offerings

- Benchmarking
- Claims Management
- Data Analytics/  
Predictive Modeling
- Litigation Management
- Location/  
Property Management
- OSHA Compliance

## Company Overview

Over our 70 year history, ESIS has expanded our services to include a full range of workers compensation, professional liability, absence, property and cyber claim management in North America and around the globe. We are a technical claims organization committed to working in collaboration with our clients. Providing excellence in claim management, analytics, partnership services and loss control is our commitment to our clients. Through technology, we are paving the path for the future.

## Global Risk Advantage (GRA) Product Information

GRA is a proprietary global risk management tool providing advanced analytical and reporting capabilities. Robust and fully customizable, GRA provides full configurability including user specific dashboards, alerts and scheduled reports.

Combining easy access to claim and financial detail with robust predictive modeling and extensive client defined data capture - including exposure information - is key to the analytical prowess of GRA. Return to work, litigation management, medical management savings and OSHA are but a few of the available modules within GRA.

We recognize and have designed GRA to meet the needs of different users. It may be the need to quickly know the work status of an injured employee, or to understand the resolution strategy of a given claim. It may be to visually grasp trends of select locations or to export a crisp analytical analysis for a C-Suite presentation. Or it may be to analyze the net savings related to a wide array of medical impact solutions. If the need is to run an ad-hoc report that captures the nuances of your unique program, no problem. All is available within GRA.

## Service Methodology

Clients are supported by their assigned Partnership Leader (PL). Each PL has been trained and certified in GRA features and functionality. Additionally, our dedicated RMIS team provides scheduled and ad-hoc training sessions.

## Implementation Methodology

Each client has the benefit of tailored training with their Partnership Leader and our RMIS team. This includes system demos and the creation of a custom report library. Core to the on-boarding process are modules specific to client notes and diaries, client custom data fields, mobile apps, and report development. We recognize that training is never complete and offer an array of options for continuing to leverage the power of GRA.

## Technology Overview

GRA is a proprietary system that runs on a secure internet connection (HTTPS) and requires a browser with 129-bit encryption capabilities. The application resides on a server behind our firewall. It is a three-tiered ASP.NET web application using IIS Web servers, SQL server and a Webfocus reporting engine.

## Customer Experience

### Support Hours

Monday to Friday  
7am to 7pm (EST)

### Support Offered

- Knowledge base
- User manuals
- Email
- Dedicated account representative
- Online help
- Helpdesk
- Screen "tips"
- Video tutorials
- Website

### User Conference

Annually

### Client Advisory Council

Yes

## Product

### Release Schedule

Bi-monthly

### Implementation Time

1-2 days

### Customers



### Users



### Deployment

Private cloud

### Hosting

Vendor hosted

### Security

### Certifications

- SSAE 18 SOC 1 Type II
- NIST

### 3rd Party Assessment

January 2023

### Data Encryption

Yes

### Browsers

Browser agnostic

## Company Info

### Ownership

Privately held  
Arthur J. Gallagher

**Founded |** 2015

### Headquarters & Locations

- **Rolling Meadows, IL**
- Locations in USA, Canada, UK, Australia and New Zealand

### Leadership

- Scott Hudson, President and CEO
- Mike Hessling, CEO N. America
- Russ Pass, EVP Product and CIO
- Joe Zinga, SVP Risk Management

### Contact

Jennifer Turner  
847-505-8904  
[Jennifer\\_turner1@gbtpa.com](mailto:Jennifer_turner1@gbtpa.com)

**RMIS Employees |** 140

### Top Industries

- Finance & Insurance
- Government
- Manufacturing
- Retail
- Transportation

### Product Offerings

- Benchmarking
- Catastrophic Risk Mgmt
- Claims Administration
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- TCoR/Allocations

## Company Overview

Gallagher Bassett is the industry's leading claims and risk management partner, consistently recognized for delivering superior outcomes and exceptional quality and service. We proudly serve risk management clients, carriers, captive managers, and public entities in the continuous pursuit of improving their programs and results. GB's over 10,000 claims professionals provide the expertise, innovation, quality, and exceptional service necessary to consistently deliver superior outcomes.

## Luminos Product Information

Through our partnership with Origami Risk, GB has deployed a hybrid RMIS solution for our clients, carriers, and broker communities. Alongside core RMIS features, we utilize our claims expertise and internal data-science resources to integrate proprietary computing tools into our Luminos RMIS products. Drawing from our TCOR-management intellectual capital, our own add-on suite of data benchmarks, scorecards, and AI-driven predictive analytics, Luminos delivers actionable information required to drive superior claims outcomes. Add in our wide array of Expanded Service offerings and our hybrid approach allows GB to deliver exceptional, market-leading RMIS products to our TPA clients.

## What's New

- Proprietary Interactive Dashboards:
  - SMART Benchmarking
  - Carrier Underwriting Dashboards:
    - > Portfolio composition & performance management
    - > Policy renewal outcomes KPIs and claim details
    - > Industry benchmarking for planning/growth
- Enhanced user experience: Goal-oriented navigation makes it easier to:
  - Improve safety & control risk
  - Derive insights from KPI trends
  - Identify opportunity for TCOR reduction
  - Produce financial analysis and reports
- Inclusion of GB machine-learning output for claims:
  - AI-based Reserve Prediction
  - Claim Complexity Rating (SMART)
  - Clinical Recommendation Predictive Alert
  - Medical Treatment Quality
- Expanded Service Packages:
  - Industry sectors
  - Value propositions

## What's Coming

- Further enhancements to usability and navigation
- e-Learning LMS Integration
  - Online training video libraries
  - Course assessments
  - Knowledge Base

## USER SURVEY PRODUCT SCORES

Claims  
Management



**8.7**

EH&S



**8.4**

Exposures



**7.9**

Incident  
Management



**8.6**

Policy/Program  
Mgmt



**6.9**

Reporting



**8.2**

Analytics



**7.2**

System  
Attributes



**8.6**

System-wide  
Capabilities



**7.6**

## Customer Experience

### Support Hours

Based on Client Time Zones

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Online help
- Screen "tips"
- User manuals
- Video tutorials

**User Conference** | Annually

**Client Advisory Council**  
No

## Product

### Release Schedule

Every 8–10 weeks

### Implementation Time

Day 1 of program

### Product License

Every GB client receives a Standard Luminos configuration with a robust set of GB data and Luminos functionality, along with two Full users

### Customers



### Users



### Deployment

SaaS

### Hosting

- 3rd party hosted (AWS)
- Client hosted (select proprietary computing tools)

### Security Certifications

Safe Harbor  
SSAE 18 SOC 1 Type II  
EU-U.S. Privacy Shield  
SSAE 18 SOC 2 Type II  
NIST

### 3rd Party Assessment

November 2022

**Data Encryption** | Yes

### Browsers

Browser agnostic

- Expanded Services
  - ERM module enhancements
  - Self-Administration coverage updates
  - Allocation module modeling enhancements
  - Policy management module standardizations
- Industry Sector Package Extensions
  - Construction
  - Hospitality & Restaurant
  - Healthcare
  - Environmental Health and Safety (EH&S)
- International UK and AU customizations

## Service Methodology

Our Client Service Managers (CSMs) provide the first line of support for Luminos client and carrier contacts. They provide on-going information updates and training on our core RMIS product offerings, and also drive initial client / carrier conversations regarding our wide array of Expanded Service module offerings. Our CSM's receive regularly scheduled Luminos training certification updates, and are backed by the GB Help Desk, our Luminos product, training, and implementation teams.

## Implementation Methodology

Our Luminos team Implementation Managers work closely with clients, developing detailed core feature and Expanded Service module project plans to meet all client requirements and timelines. GB has also expanded our Luminos training and implementation staff, adding tenured RMIS professionals to align with the growth in our existing client RMIS customization projects and new client claims management business.

## Technology Overview

Our goal at GB is to continually evaluate client, carrier, and broker risk data-management requirements to ensure that we successfully deliver the most robust RMIS tools available in the bundled TPA marketplace. Through our strategic partnership with Origami Risk, we have implemented a truly unique Luminos RMIS solution. Alongside core public cloud-based RMIS software features supported by Origami Risk, we have integrated our own private network and cloud-based proprietary computing tools to extend our RMIS product offering functionalities.

## USER SURVEY RESULTS

### Customer Experience



### Implementation Experience



### System Value



### System Satisfaction



### Ease of Adoption



### Understands Our Needs



### Effectively Used







# LUMINOS

Accelerating rates of change in data quantities and availability are rewriting the book on information management. Risk Managers now demand a wide array of accessible RMIS features and computing technologies to successfully manage their global risk programs.



"Luminos has provided a market leading platform for our organization to self-administer claims. Custom screen configurations and automated work-flows have streamlined our overall claim handling processing. Our Luminos Expanded Service implementation has allowed our team to be more efficient."

- Long Standing Large Religious Sector Client

"With Luminos Audits and Investigations, Gallagher Bassett has both ends of the Safety and Loss Prevention spectrum covered."

- Fortune 500 Manufacturer

"We appreciate the collaboration with the Luminos team as we worked on our global allocations."

- Top Global Broker



**GALLAGHER BASSETT**  
GUIDE. GUARD. GO BEYOND.

Take advantage of our flexible RMIS technologies and relentless drive for product innovation.  
Contact Jennifer Turner today at [Jennifer\\_Turner1@gbtpa.com](mailto:Jennifer_Turner1@gbtpa.com).

# Helmsman

## Management Services

### Company Info

#### Ownership

Privately held—Liberty Mutual

**Founded |** 1983

#### Headquarters & Locations

- **Boston, MA**
- Various global locations

#### Leadership

- David Dworz , President
- Monica Caldas, CIO

#### Contact

Vanessa Fellman  
603-245-5844  
[vanessa.fellman@helmsmantpa.com](mailto:vanessa.fellman@helmsmantpa.com)

#### Top Industries

- Construction & Engineering
- Finance & Insurance
- Manufacturing
- Retail

#### Product Offerings

- Benchmarking
- Certificate of Insurance Mgmt
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- TCoR/Allocations

### Company Overview

Helmsman is a Third Party Administrator that offers expert risk management with the strength of a Fortune 100 company - and the freedom to shape it your way.

### RISKTRAC Product Information

RISKTRAC is a secure web-based risk management information system that provides access to current and historical views of your claims inventory. From reports and alerts to advanced data analysis tools, RISKTRAC enables you to track and trend claims activity with ease. You'll get a rich set of analytical tools that help you to identify key cost drivers and uncover emerging claim trends.

### Service Methodology

Customer service is our number one priority. Each customer has access to a RMIS Consultant as their point of contact for all risk management and reporting needs. Our experienced consultants will help our customers with anything from training to requirements and report building. The RMIS Consultant is there to learn our customers' business and help as their data needs change.

### Implementation Methodology

Helmsman's customer-centric philosophy puts the users' needs first. During onboarding our RISKTRAC Consultants work directly with the customer to complete training as well as to determine data and reporting requirements . Onboarding and training usually is completed within the first 30 days following the effective date.

### Technology Overview

RISKTRAC is deployed as a component of the larger Helmsman Portal ecosystem, which has modules deployed both on-premises and in the AWS cloud environment. RISKTRAC is a Java application powered by an IBM DB2 database, with reporting capabilities powered by Microstrategy.

### Customer Experience

**Support Hours**  
24/7

#### Support Offered

- Community forums
- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

**User Conference**  
Annually

**Client Advisory Council**  
Yes

### Product

**Release Schedule**  
Monthly

**Implementation Time**  
30 days

#### Customers



#### Users



#### Deployment

- Public cloud
- On-Premise

#### Hosting

3rd party hosted

**Security Certifications**  
SSAE 18 SOC 1 Type I

**3rd Party Assessment**  
January 2023

**Data Encryption |** Yes

#### Browsers

Browser agnostic

# HUB

## International Limited

### Company Info

#### Ownership

Private Equity Backed

**RMIS Founded |** 2015

#### Headquarters & Locations

- **Chicago, IL**
- Offices throughout the USA, Canada, and Puerto Rico

#### Leadership

- Martin Hughes – Chairman of the Board of Directors
- Marc Cohen – President and CEO

#### Contact

Stephen Ackourey  
VP of RMIS Services  
310-568-5929  
[stephen.ackourey@hubinternational.com](mailto:stephen.ackourey@hubinternational.com)

#### Top Industries

- Agriculture & Forestry Sector
- Construction & Engineering
- Finance & Insurance
- Healthcare
- Transportation

#### Product Offerings

- Benchmarking
- Claims Mgmt
- EH&S
- Exposure/Asset Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- TCoR/Allocations

### Company Overview

Headquartered in Chicago, Illinois, Hub International Limited is a leading full-service global insurance broker providing risk management, insurance, employee benefits, retirement and wealth management products and services. With more than 13,000 employees in offices located throughout North America, Hub's vast network of specialists brings clarity to a changing world with tailored solutions and unrelenting advocacy, so clients are ready for tomorrow. For more information, please visit [www.hubinternational.com](http://www.hubinternational.com).

### HUB RMIS Product Information

HUB has partnered with Origami Risk to provide an innovative risk management information system (RMIS), designed to help automate many processes and provide deeper analysis into the performance of your risk management program. With an easy-to-use interface, array of tools and cutting-edge technology, the HUB RMIS is highly customizable to a client's unique needs, providing effective claims administration, audit, safety and compliance. Utilizing analytics and benchmarking to support decision-making around key risk management processes such as risk identification and assessment, risk financing and control, and claims management, the RMIS will become your true risk partner.

### Technology Overview

HUB RMIS utilizes Origami's technology which is deployed in AWS within a Virtual Private Cloud on Windows Server 2019 instances and uses the MS SQL Enterprise 2019 database. Origami was built on the ASP.NET MVC framework and uses C#, HTML 5, JavaScript, CSS, JQuery. Origami uses Microsoft Visual Studio for development.

### Service Methodology

HUB RMIS's approach to Client Support is to provide a dedicated team member with each client based on a number of factors including experience and industry. Our analysts and consultants are always available via phone or email to answer questions, provide training, or to respond to issues that may arise. We utilize our platform to enhance our client partnerships and to support our risk services consultants in providing strategic consulting and expert advice to our clients.

### Implementation Methodology

HUB RMIS's implementation methodology focuses on our client's specific needs. Whenever possible, we utilize our standard screens and codes to get our clients up and running in a short amount of time. We work with our clients to identify and prioritize their specific RMIS needs, and coordinate an action plan accordingly.

### Customer Experience

#### Support Hours

Monday to Friday  
8am to 7pm (CST)

#### Support Offered

- Dedicated account representative
- Email
- Phone

#### User Conference

N/A

#### Client Advisory Council

N/A

### Product

#### Release Schedule

Every 8 - 10 weeks

#### Implementation Time

2 - 6 weeks

#### Product License

Per-seat licensing  
annual subscription

#### Average Annual Fee

\$32,000

#### Customers



#### Users



#### Deployment

Public cloud  
SaaS

#### Hosting

3rd party hosted-AWS

#### Security Certifications

- EU-U.S. Privacy Shield,
- HIPAA,
- NIST
- Safe Harbor
- SSAE 18 SOC 1 Type II
- SSAE 18 SOC 2 Type II

#### 3rd Party Assessment

October 2020

#### Data Encryption |

Yes

#### Browsers

Browser agnostic

# Liberty

## Mutual Insurance

### Company Info

#### Ownership

Privately held

**Founded |** 1983

#### Headquarters & Locations

- **Boston, MA**
- Various global locations

#### Leadership

- Timothy Sweeney, CEO
- Monica Caldas, CIO

#### Contact

Vanessa Fellman  
603-245-5844  
[vanessa.fellman@libertymutual.com](mailto:vanessa.fellman@libertymutual.com)

**Employees |** 45,000

#### Top Industries

- Construction & Engineering
- Finance & Insurance
- Manufacturing
- Professional Services
- Retail

#### Product Offerings

- Benchmarking
- Certificate of Insurance Mgmt
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- TCoR/Allocations

### Company Overview

Since 1912, we've grown our organization into the sixth largest global property and casualty insurer - based on 2020 gross written premium - by maintaining our commitment to the belief that progress happens when people feel secure. At Liberty Mutual Insurance we work hard every day to support our customers and our people, so they can protect their families, build their businesses and invest in their futures.

### RISKTRAC Product Information

RISKTRAC is a secure web-based risk management information system that provides access to current and historical views of your claims inventory. From reports and alerts to advanced data analysis tools, RISKTRAC enables you to track and trend claims activity with ease. You'll get a rich set of analytical tools that help you to identify key cost drivers and uncover emerging claim trends.

### Service Methodology

Customer service is our number one priority. Each customer has access to a RMIS Consultant as their point of contact for all risk management and reporting needs. Our experienced consultants will help our customers with anything from training to requirements and report building. The RMIS Consultant is there to learn our customers' business and help as their data needs change.

### Implementation Methodology

Liberty Mutual's customer-centric philosophy puts the users' needs first. During onboarding our RISKTRAC Consultants work directly with the customer to complete training as well as to determine data and reporting requirements. Onboarding and training usually is completed within the first 30 days following the effective date.

### Technology Overview

RISKTRAC is deployed as a component of the larger Liberty Mutual Portal ecosystem, which has modules deployed both on-premises and in the AWS cloud environment. RISKTRAC is a Java application powered by an IBM DB2 database, with reporting capabilities powered by Microstrategy.

### Customer Experience

**Support Hours**  
24/7

#### Support Offered

- Community forums
- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

**User Conference**  
Annually

**Client Advisory Council**  
Yes

### Product

**Release Schedule**  
Monthly

**Implementation Time**  
30 days

#### Customers



#### Users



#### Deployment

- On-Premise
- Public cloud

#### Hosting

Vendor hosted

#### Security

##### Certifications

SSAE 18 SOC 1 Type I

#### 3rd Party Assessment

January 2023

**Data Encryption |** Yes

#### Browsers

Browser agnostic



# Sedgwick

## Company Info

### Ownership

Private Equity  
The Carlyle Group

**Founded |** 1969

### Headquarters & Locations

- Memphis, TN

### Leadership

- Dave North, Chairman, President and CEO
- Neil Gibson, Chief Operating Officer
- John Jenner, Chief Financial Officer

### Contact

Leah Cooper  
423-893-5310  
[Leah.Cooper@sedgwickcms.com](mailto:Leah.Cooper@sedgwickcms.com)

### Top Industries

- Healthcare
- Manufacturing
- Public Sector
- Retail
- Transportation

### Product Offerings

- Benchmarking
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance

## Company Overview

Sedgwick is a leading global provider of technology-enabled risk and benefits solutions. Our approach to delivering quality service in areas such as workers' compensation, liability, property, disability and absence management goes far beyond just managing claims—we aim to simplify the process and reduce complexity, making it easy and effective for everyone involved.

## viaOne® Product Information

Sedgwick's viaOne suite of tools provides clients with access to real-time information in our claims management system. Through a secure website, they can track and analyze claims, losses and absences, create homepages with graphical dashboards and key metrics, easily look up and view claims, run standard and ad hoc reports, generate powerful loss triangles to aid in program actuarial analysis, set their own system alerts and much more.

Sedgwick has built the technology to do more than just reveal meaningful trends in claims data; we use our data to drive decisions that ultimately lead to smarter outcomes for clients, their employees and customers and other stakeholders. This involves looking at specific characteristics of every claim, and then addressing concerns early to help guide them toward the best possible outcome. Doing that effectively for the millions of people Sedgwick serves requires smart technology and automation embedded within our advocacy approach. Our decision optimization platform is the analytical brain behind what we do. It uses proprietary algorithms, machine learning and sophisticated data analysis to automate decisions and appropriately direct the care path.

## Customer Experience

**Support Hours**  
24/7

### Support Offered

- Email
- Helpdesk
- Knowledge base
- Online help
- Phone
- Screen "tips" or mouse overs
- Video tutorials

**User Conference**  
Yes

**Client Advisory Council**  
No

## Product

**Initial Release |** 2000

**Current Release**  
Weekly releases

**Implementation Time**  
3 months

**Deployment**

- Hosted
- SaaS

**Hosting**

- Vendor hosted

### USER SURVEY PRODUCT SCORES

Claims  
Management



7.7

Reporting



7.2

Analytics



6.1

System  
Attributes



7.2

System-wide  
Capabilities



6.7

### USER SURVEY RESULTS

**Customer  
Experience**



7.8

**Ease of  
Adoption**



5.4

**Implementation  
Experience**



6.7

**Understands  
Our Needs**



7.4

**System Value**



6.8

**Effectively Used**



7.0

**System  
Satisfaction**



6.6

# The Hartford

## Company Info

### Ownership

Public Company

**Founded |** 1999

### Headquarters & Locations

- **Hartford, CT**
- National and International presence

### Leadership

- Christopher J. Swift, Chairman and CEO
- Beth Costello, CFO
- A. Morris "Mo" Tooker, Enterprise Sales and Distribution, Global Speciality and Middle and Large Commercial
- Jonathan Bennett, Head of Group Benefits

### Contact

Cathy Leonard  
860-547-8269  
[cathy.leonard@thehartford.com](mailto:cathy.leonard@thehartford.com)

**Employees |** 18,000

### Top Industries

- Business & Consumer Services
- Construction & Engineering
- Finance & Insurance
- Manufacturing
- Professional Services

### Product Offerings

- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt

## Company Overview

The Hartford is a leader in property and casualty insurance, group benefits and mutual funds. With more than 200 years of expertise, The Hartford is widely recognized for its service excellence, sustainability practices, trust and integrity.

## TREO Product Information

TREO, a RMIS solution, was designed to simplify claims management by enabling the power of data and analytics; creating transparency, highlighting proof points and identifying the root causes of cost drivers. TREO facilitates the right balance of technology, people and time. The combined experience helps risk professionals focus their energy and resources on the right claim drivers to achieve a greater understanding of cause of loss and effectively manage the cost of risk.

## Service Methodology

An Insured account is assigned a designated Service Account Executive or Claim Account Executive who will assist the Insured and Agent users on TREO.

## Implementation Methodology

An Insured account is assigned a designated Service Account Executive or Claim Account Executive who will work with the Insured and Agent on the implementation of TREO.

## Technology Overview

TREO is a custom built proprietary RMIS application. It is based on Java Web Framework and is hosted in a secure, scalable Java EE based Application Server. TREO can be accessed by authorized users only. IDE is Eclipse. It supports browsers such as Edge, Firefox, Chrome and Safari and is available on mobile devices.

## Customer Experience

### Support Hours

Monday to Friday  
7:30am to 8pm (EST)

### Support Offered

- Dedicated account representative
- Helpdesk
- Knowledge base
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

### User Conference

No

### Client Advisory Council

No

## Product

### Release Schedule

Bi-monthly

### Implementation Time

30 days

### Customers



### Users



### Deployment

On-Premise

### Hosting

Client hosted

### Security Certifications

- SSAE 16 - SOC 2
- SSAE 16 - SOC 1

### 3rd Party Assessment

June 2022

### Data Encryption |

No

### Browsers

- Apple Safari
- Google Chrome
- Microsoft Edge

## Company Info

### Ownership

Public Company

**RMIS Founded |** 1980

### Headquarters & Locations

#### • Hartford, CT

- Irvine, CA
- Los Angeles, CA
- Walnut Creek, CA
- Alpharetta, GA
- Chicago, IL
- St Paul, MN
- Charlotte, NC
- Philadelphia, PA
- Dallas, TX
- Houston, TX

### Leadership

- Michael Strietelmeier  
Vice President, RMIS
- Les Samsel, AVP, RMIS  
Consulting Group
- David Lanza, AVP, RMIS  
Operations
- Pam Gregory, AVP, RMIS  
Product Development

### Contact

Mike Strietelmeier  
(860) 277-9182  
[mstriete@travelers.com](mailto:mstriete@travelers.com)

**RMIS Employees |** 118

### Top Industries

- Business & Consumer Services
- Manufacturing
- Retail
- Transportation
- Wholesale

### Product Offerings

- Benchmarking
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- EH&S
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- Location/Property Mgmt
- OSHA Compliance
- Policy/Program Mgmt
- TCoR/Allocations

## Company Overview

With over 165 years in business, Travelers is a leader in personal, business and specialty insurance and the only property casualty company in the Dow Jones Industrial Average. We provide the coverage you need to protect things that are important to you, so you don't have to worry. Our promise to take care of our customers along with our focus on innovation has earned us a reputation as one of the best casualty insurers in the industry.

## e-CARMA® Product Information

Travelers RMIS is a risk management information provider that combines quality service and a premier risk management tool, e-CARMA. Our customer-focused tools and services meet the evolving data and analytic needs of our customers. e-CARMA provides a highly customized and personalized user experience to manage data and conduct analysis of your risk portfolio. Claim, managed care, risk control, policy, customer-specific, billing and exposure information are integrated into e-CARMA in a highly secured and controlled environment that is re-certified annually. OSHA recordkeeping is integrated into e-CARMA with a full-service option. e-CARMA is designed with direct involvement of our customers which results in an intuitive, customer-centric experience. Our team of risk management professionals provide training, customized solutions and consultative service to provide a holistic approach to identifying patterns and taking action to reduce risk.

## What's New

We remain focused on the expansion, delivery and protection of data and enhancing functionality that helps customers take action to reduce risk.

- Implemented full service OSHA recordkeeping capability
- Enhanced the Occurrence Management capability to include data customization, data integration
- Increased support of our TPA Services: Regulatory compliance, Dedicated Fronted Carrier support, Custom data delivery, Inventory Assumption Integration
- Improved protection of data with increased Information Security technologies and practices
- Amended our data delivery product to support frequency and data delivery flexibility (API)
- Improved Performance Overview Report based on customer feedback
- All technologies have been certified to latest support levels
- Enriched data access model to enable analytics at a wide range of dimensions, significantly expanding RMIS analytics capabilities
- Expanded the e-CARMA database model and leveraged AWS/Snowflake platform to expand data availability

## USER SURVEY PRODUCT SCORES

Claims  
Management



**8.8**

EH&S



**7.6**

Exposures



**7.0**

Incident  
Management



**8.9**

Policy/Program  
Mgmt



**8.3**

Reporting



**8.9**

Analytics



**7.8**

System  
Attributes



**8.4**

System-wide  
Capabilities



**7.6**

## Customer Experience

### Support Hours

Monday to Friday  
7am to 8pm (EST)

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen "tips"
- User manuals
- Video tutorials
- Website

### User Conference

Bi-annually

### Client Advisory | Yes

## Product

### Release Schedule

Monthly

### Implementation Time

15 days

### Product License

Subscription based

### Customers



### Users



### Deployment

- On-Premise
- Private cloud
- Public cloud

### Hosting

- 3rd party hosted (OSHA module)
- Client hosted

### Security Certifications

SSAE 18 SOC 2 Type II

### 3rd Party Assessment

January 2023

### Data Encryption | Yes

### Browsers

Browser agnostic

## What's Coming

RMIS strives to deliver relevant services and capabilities to meet evolving data needs.

- Add Liability Dashboard capability
- Implement expanded search capability
- Add Legal Analysis capability
- Complete TPA efficiency strategies including Data Foundation, Inventory Assumption and Data Delivery modernization
- Enhance Graphic tools
- Implement new architecture model for data access, API driven. Access data from any source

## Service Methodology

RMIS service begins with a dedicated RMIS consultant conducting an initial needs analysis and capabilities overview. e-CARMA training, data analysis, metric interpretation, and organization code support are just some of the RMIS services customers receive. Our RMIS service model resembles a collaborative partnership, where RMIS consultants, alongside our customers, work to generate efficiencies and customize solutions in a constantly evolving data-centric environment. We're committed in helping our customers achieve their risk management goals.

## Implementation Methodology

Product implementation and training is completed in collaboration with the customer's schedule. Account setup is initiated on day 1. Full system implementation and initial training is typically completed within 15 days.

## Technology Overview

We continue to offer improvements in both Data and Information services. Data improvements are highlighted by access to new sources, which is opening analytic avenues for e-CARMA, and the development of external APIs to expand our outgoing data offering. Information improvements (delivered via e-CARMA) provide expanded capabilities while still treating customers to customized and personalized information. A deeper leveraging of cloud-based technologies is modernizing our infrastructure, improving scalability and reducing development time for new capabilities.

## USER SURVEY RESULTS

### Customer Experience

 **9.2**

### System Value

 **8.9**

### System Satisfaction

 **9.0**

### Ease of Adoption

 **8.6**

### Understands Our Needs

 **9.2**

### Effectively Used

 **7.8**

# TRAVELERS



## Company Info

### Ownership

Public

**Founded |** 2019

### Headquarters & Locations

- London, UK
- Mexico City
- Miami
- New York
- Paris
- Singapore
- Sydney

### Leadership

- Adam Garrard
- Srinu Surapaneni
- Jeremy Brooks

### Contact

Jeremy Brooks  
+44 (0) 203 124 8750  
[Jeremy.Brooks@willistowerswatson.com](mailto:Jeremy.Brooks@willistowerswatson.com)

**Employees |** 45,000

### Top Industries

- Government
- Insurance
- Oil & Gas
- Real Estate
- Transportation

### Product Offerings

- Benchmarking
- Certificate of Insurance Mgmt
- Data Analytics/  
Predictive Modeling
- Exposure/Asset Mgmt
- Location/Property Mgmt
- Policy/Program Mgmt
- TCoR/Allocations

## Company Overview

Willis Towers Watson, we provide data-driven, insight-led solutions in the areas of people, risk and capital that make your organization more resilient, motivate your workforce, and maximize performance.

We work shoulder to shoulder with you, bringing diverse points of view and a deep commitment to your success. By challenging one another, we achieve breakthroughs because only the best ideas survive. Together, we broaden your horizon and sharpen your focus. Transform your toughest challenges into actionable opportunities and set your path for sustainable success.

## Risk Intelligence Central Product Information

Risk Intelligence Central is a highly flexible and seamless risk management portal. It enables you to automate routine tasks; streamline your workflows; make smarter, faster decisions; whilst reducing mistakes and risks - all at the touch of a button. And, with its extensive suite of applications, it's ready to support you, as your organisation grows, changes and adapts. It comprises a user friendly and highly intuitive, integrated suite of risk management applications, insights, core analytical tools and a collaborative workspace. It's all designed to enable your organisation to collect, store, share, manage and analyse your risk - all in one central place. Risk Intelligence Central gives you access and complete control of exactly what you need, exactly when and where you need it. And whatever happens, you'll always have one version of the truth, 24 / 7. With Risk Intelligence Central, you are in control.

## Service Methodology

RI Central is supported by a global network of experts - there to support clients through on-boarding to application utilisation.

## Implementation Methodology

RI Central is designed to be intuitive and supports a self-service implementation approach, underpinned by Client Account Teams and our Global Network of experts

## Technology Overview

Willis Towers Watson adopted a Partnership strategy to deliver the best in breed solutions to its clients. Partners include Riskconnect and Axco. Other Solutions have been developed by Willis Towers Watson utilizing Microsoft technology.

## Customer Experience

**Support Hours**  
24/7

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Screen "tips"
- User manuals
- Video tutorials
- Website

**User Conference**  
No

**Client Advisory Council**  
N/A

## Product

**Release Schedule**  
Regularly based on customer feedback

**Implementation Time**  
3-5 days

**Product License**  
Part of a client's broking relationship

### Customers



### Users



**Deployment**  
Variety of solutions

**Hosting**  
• 3rd party hosted  
• Vendor hosted

**Security Certifications**  
• SSAE 18 SOC 1 Type II  
• SSAE 18 SOC 2 Type II  
• Pen Test

**3rd Party Assessment**  
February 2023

**Data Encryption |** Yes

### Browsers

- Apple Safari
- Google Chrome
- Internet Explorer
- Microsoft Edge
- Mozilla Firefox



# WHAT STORY

## IS YOUR DATA TELLING YOU?

Risk can be hard to talk about. Especially if you don't know exactly what story your data is telling.

Our dedicated RMIS consultants can help you leverage e-CARMA<sup>®</sup>, interpret your data correctly and tell your story right.

● ● ● ● ● Visit [travelers.com/rmis](https://travelers.com/rmis) to learn more.



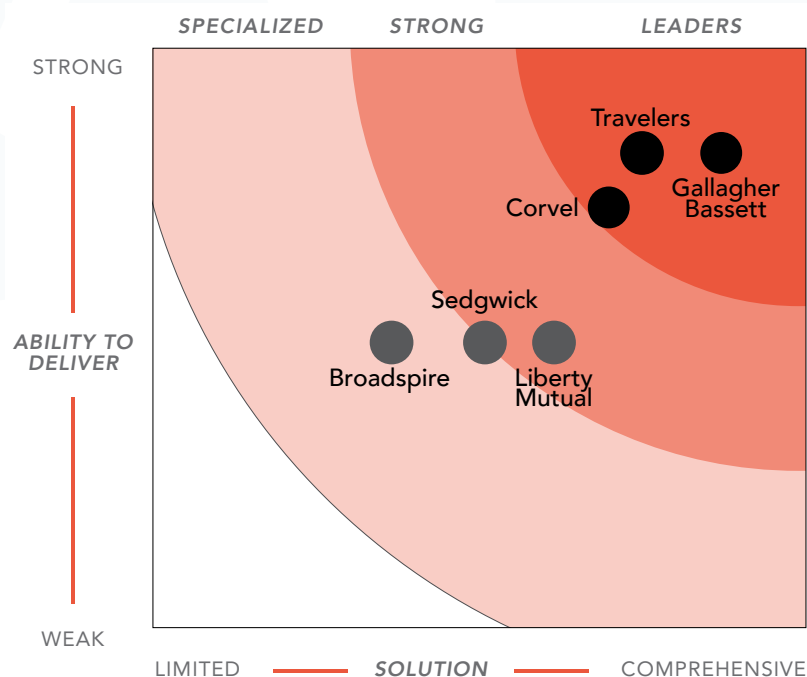
[travelers.com](https://travelers.com)

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# Providers at a Glance: Bundled Providers

## OVERALL RATINGS



### LEGEND

- Solid circles represent vendors that had sufficient user survey results and the author's had direct up-to-date knowledge
- Gray circles represent vendors that limited user survey results were available to provide results for "Ability to Deliver."

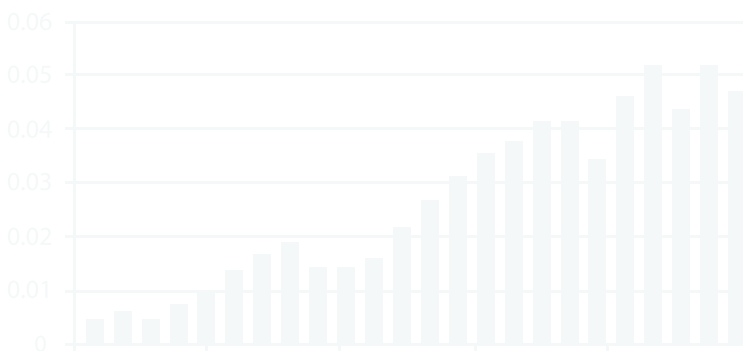
Ability to Deliver is based on the User Survey results. Solution results are based on the User Survey results and the Vendor RFI.

## SYSTEM CAPABILITIES

	Broadspire	CorVel	Gallagher Bassett	Hartford	Liberty Mutual	Sedgwick	Travelers
CLAIMS MGMT	●	●	●	●	●	●	●
EH&S	●	●	●	●	●	●	●
EXPOSURES	●	●	●	○	●	●	●
POLICY & INSURANCE	●	●	●	●	●	●	●
REPORTING	●	●	●	●	●	●	●

- VERY STRONG
- STRONG
- ABOVE AVERAGE
- AVERAGE
- BELOW AVERAGE
- WEAK
- N/A

The results displayed are based on the composite results of the Vendor RFI scoring and User Survey results.



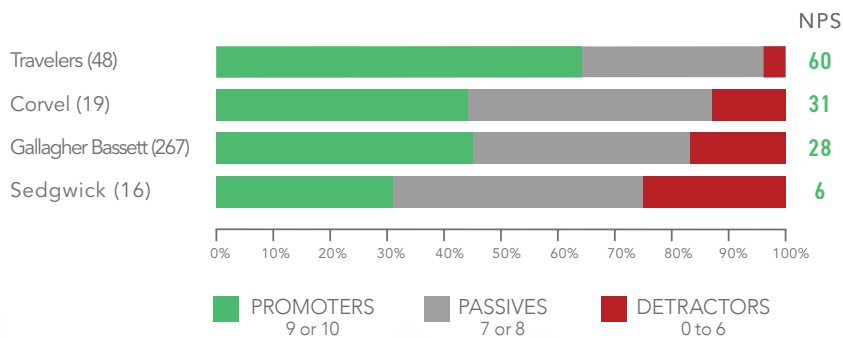
## PRODUCT OFFERINGS

	Broadspire	CorVel	CSS	ESJS	Gallagher Bassett	Hartford	Helmman	Liberty Mutual	Sedgwick	Travelers
BENCHMARKING	●	●	●	●	●		●	●	●	●
CERTIFICATE OF INSURANCE MANAGEMENT					●					
CLAIMS MANAGEMENT	●	●	●	●	●	●		●		●
DATA ANALYTICS/PREDICTIVE MODELING	●	●	●	●	●	●	●	●	●	●
ENVIRONMENTAL, HEALTH & SAFETY	●		●		●	●	●	●		●
EXPOSURE/ASSET MANAGEMENT	●		●		●	●	●	●		●
GOVERNANCE, RISK & COMPLIANCE		●	●		●		●	●		●
LITIGATION MANAGEMENT	●	●	●	●	●	●	●	●	●	●
LOCATION/PROPERTY MANAGEMENT	●	●	●	●	●	●	●	●	●	●
OSHA COMPLIANCE	●	●	●	●	●	●	●	●	●	●
POLICY/PROGRAM MANAGEMENT	●		●		●		●	●		●
TCOR/ALLOCATIONS	●	●	●		●		●	●		●

### LEGEND

OFFERED ●  
This information is self-reported by the vendors and not vetted by the authors for accuracy.

## NET PROMOTER SCORE



The Net Promoter Score (NPS) is a prominent customer satisfaction metric. User Survey respondents were asked "How likely is it that you would recommend the system to a friend or colleague in the industry? (Scale: 0 - Not at all likely to 10 - Extremely Likely)." Only vendors with sufficient user feedback are included. Number of respondents shown in parentheses.



# RMIS Innovation Creates Value for Any Size Organization

Historically, a RMIS wasn't considered accessible to middle market and small organizations, but times have changed, and technology brings RMIS system benefits to all who implement it.



It's a common misconception that large organizations are better positioned to implement a risk management information system (RMIS) over smaller organizations. Yet, in 2023, there's no reason a RMIS couldn't be beneficial for organizations large and small.

## **Adopting a RMIS is easier than ever**

According to our research, small and midsize businesses (SMBs) are adapting RMIS technology at a higher rate than ever before but a majority of SBMs don't have a RMIS.

There are many reasons for this, including the high initial cost of a RMIS, driven by the need for multiple data sources feeding it; the inability to devote resources to implementation, including human capital; and the comfort level with legacy data management processes.

While these have traditionally served as roadblocks to the purchase of a RMIS for SMBs, technological innovation has given way to reduced systems costs and simultaneously the collective expectation for businesses of all sizes to champion data analytics and risk management — digitally. This universal demand has reduced the barrier to entry of RMIS implementation for many in the following ways:

- **Cloud computing.** Software now lives in the cloud, putting the onus on the vendor to maintain and support the system. As a result, smaller organizations no longer need to enlist technical resources to manage and maintain the system and data.
- **Reduced maintenance and implementation costs.** Another benefit of cloud computing is the significantly lower cost than more traditional on-premise models. Today, software vendors have fewer environments and code bases to support, which in turn lowers the overall costs of these solutions.

- **Improved software platforms and coding bases.** Software services are improving overall, and code can often be developed more quickly than in the past, which helps drive down costs and improve RMIS functionality for all users on the system.
- **Reduced implementation time.** Some vendors have pre-configured their RMIS to help new clients implement more quickly and get their legacy data incorporated without requiring full customization.

### Overcoming the “fear factor” with RMIS benefits

Some SMBs may be held back based on a “fear factor” that implementing a RMIS will overwhelm a department-of-one risk manager, often typical to SMBs. Although the benefits outweigh the risks, many small-business risk managers rely heavily on Excel which has significant risk and can be quite time-consuming. Yet, the benefits of SMBs engaging a RMIS are great:

- **A RMIS is versatile** — it can help with a variety of tasks from claims management to insurance verification. Organizations can implement more capabilities of their RMIS as they become proficient with the system.
- **New uses are being continually developed.** RMIS systems are developing new features and capabilities to help organizations manage risk.
- **The speed, accuracy and cost of policy renewals improves** when RMIS is utilized to manage insurance renewal process and policy/program management.
- Numerous **benchmarking, legal, environmental, health and safety** and other enterprise management tasks can be supported within the RMIS.

- **The digital information flow** that a RMIS creates across an organization is a benefit for organizations of all size, it can break down the silos that may exist and get the teams to the goal of managing risk better and more efficiently.

### Getting more from your new RMIS

For SMBs implementing a RMIS, [getting the best value out of the investment](#) in cost and time is imperative to [demonstrating ROI](#). Here are a few tried and true ways to squeeze out added value from your RMIS:

- Take time to improve your processes rather than simply replicating legacy practices in your RMIS. There’s little sense in automating inefficiency — use the RMIS to eliminate it instead.
- Resist the urge to use your RMIS as a Band-Aid solution. Once you invest, have as much of the technology in place to augment your risk-management team’s efforts rather than create more work.
- Modern RMIS can bring all your data together, but you need to leverage it to the greatest extent, using dashboards, proper analysis tools and correct distribution to the stakeholders and decision-makers who need that information. The RMIS can be a well-oiled machine if understood, implemented and utilized properly.





# LET'S TURN TOWARD THE FUTURE.

The Spencer Educational Foundation is a nonprofit organization funding the education of tomorrow's risk management and insurance leaders through scholarships, grants, internship opportunities, and more. Since our founding in 1979, Spencer has awarded over \$8 million in scholarships and \$5 million in grants impacting more than 60,000 students through our programming.

**SUPPORT FUTURE INDUSTRY  
PROFESSIONALS TODAY.**





# Debunking 4 Myths About RiskTech Solutions



The time to implement RiskTech — from a small, specialized software program to a full-scale RMIS — is not now. It was yesterday.

In our technologically advanced world where digital efficiencies are less costly and in greater abundance than ever before, why do some companies still have antiquated risk management processes and systems? The answer can be found in numerous myths.

Here are four of the most common myths we tell ourselves to avoid change:

**1. “RMIS solutions have too many pieces that I don’t need or won’t use.”**

Historically, a RMIS was the only game in town, so you either purchased the whole system and hoped you could utilize it all or didn’t pull the trigger because it was too great a commitment for the one or two issues you wanted to address. Today, it’s a different story, as niche players have created high-quality, sharply focused solutions, providing a plethora of a la carte RiskTech options.

For example, if you’re looking to improve policy and renewal management, you can implement a specialized RiskTech solution that specializes in supporting just that process. Today’s solutions integrate much easier, allowing you to utilize multiple solutions to solve unique issues.

The top three functions risk managers utilize a RMIS for, according to our research, are claims management, incident entry and renewal data collection. In addition, 84% of those surveyed favored best-in-breed solutions that can be integrated into the broader platform. If you need more procedures covered, look beyond the highly specialized niche solutions and investigate systems that can house those functions under the same umbrella. But you may still not need to implement a comprehensive RMIS if a few specialized programs can do the job.





## 2. “The costs of adopting RiskTech solutions are out of reach for our business.”

Thanks to data storage and cloud computing, you can find RiskTech solutions at nearly any price point on the spectrum today. Not only have these systems come down in cost, but they manage claims more effectively and efficiently, reduce and track insurance costs, and eliminate opportunities for human error that are abundant in spreadsheets. Together, these benefits all result in better data and improved outcomes which simultaneously allows cost savings to build.

While the initial capital costs are a chunk of expenditure at once, legacy processes with minimal efficiencies and an increased margin of error are most costly over time. The ROI of implementing a new solution is often recaptured within 18 months.

## 3. “We’ve processed things this way for a long time, and it still works.”

Change management is hard, there’s no doubt. But so is maintaining the status quo when there are better ways to do something. Determine first which RiskTech solutions can indeed help your business do more with less. Don’t settle for the old-fashioned, legacy processes you’ve used, even if it creates some discomfort during the process.

You’ll need to demonstrate and explain why implementing RiskTech will help them perform better and lead to better results for the company as well. That’s change management 101, and it should not stand in the way of implementing a new solution.

## 4. “Implementing a system will be too much work and take too much time.”

Today’s modern solutions are much more configurable and simpler to implement. In the past, systems needed to be customized, which took time and effort during technology onboarding. Today’s RiskTech solutions are more easily configurable without the need for customizations to meet your specific requirements. Most modern solutions allow for a variety of configurations to accommodate business’ processes and workflows.

A new system can be set up to follow your processes, and not force you to adopt a cookie-cutter, off-the-shelf option. Organizations can take advantage of the solutions modern process automation provides.

## Stop waiting, start implementing

If you still use outdated, legacy processes and the basis for your risk management, claims and insurance management is spreadsheets, know that you aren’t alone. But soon you will be.

Rarely do companies that implement a RiskTech solution regret making the change, because the technology provides better data, better analysis and lowers costs, making their jobs easier and companies more successful.

# RiskTech Solutions Provider Profiles

# Big Ticket Inc.

## Company Info

### Ownership

Private Equity Backed

### Founded | 2020

### Headquarters & Locations

- Atlanta, Georgia
- London, UK

### Leadership

- Robert Bartlett: Co-Founder and CEO
- Ken Fraser: Co-Founder and President
- Tim Bird: Co-Founder, Product and Ops
- Angad Salaria: CTO

### Contact

Ken Fraser  
404-312-5070  
[ken@bigticketplatform.com](mailto:ken@bigticketplatform.com)

### Employees | 10

### Annual Revenues



### Top Industries

- Finance & Insurance
- Healthcare
- Manufacturing
- Real Estate
- Retail

### Product Offerings

- Exposure/Asset Mgmt
- GRC
- Location/Property Mgmt
- Policy/Program Mgmt
- Underwriting

## Company Overview

Big Ticket was developed and incubated by global financial and insurance institutions starting in 2019. In partnership with strategic and fintech investors in leveraging open banking principles, the Big Ticket Platform was designed to connect all the core participants in the transaction of global commercial insurance.

Big Ticket enables collaboration and connectivity between clients and their insurance industry partners that are efficient, secure, and most importantly – scalable on one industry-neutral platform! With bank-grade level security, commercial data is sourced and shared with every participant in the risk and exposure value system globally, instantly, and with a full audit trail.

## Big Ticket Platform Product Information

As a starting point, Big Ticket is dramatically improving the renewal experience and efficacy for Risk Management and Middle Market clients, brokers and insurers. Digitized property exposure data is sourced from the insurer and securely shared and updated/validated via the platform by the insured and their broker. This significantly reduces the renewal time while maintaining the integrity and security of the data. The spreadsheets of today are replaced with an intuitive and easy to use, pre-populated secure platform.

## Service methodology

SaaS based Product. Contractual SLAs. Publicly accessible portals for Product & Support.

We put clients first in everything we do. Our platform delivers pre-populated exposure data direct to the client at no cost or work on their behalf. It provides a highly intuitive experience supported by an insurance “terms/conditions” search function, and all backed up by a client service help desk during extended business hours

## Implementation methodology

Our main methodology is sourcing the data at scale from the insurer, but we can work directly with clients and brokers.

An insurer’s entire property book or a Broker’s book with any given insurer is brought onto our platform aligning with their renewal dates and is accessible 24/7 thereafter.

Clients can access the platform with minimal to no training. Employer access is determined by the client and/or their Broker to manage their own permissioning

## Technology Overview

Big Ticket is a cloud hosted B2B SaaS platform that enables connectivity to the whole insurance value chain via a secure, permissioned led and audited transmission of Exposure data in a structured format. BTP provides submitting parties with fine grained control over what, who and how their data can be consumed.

## Customer Experience

### Support Hours

Monday to Friday  
8am to 7pm (EST)

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen “tips”
- User manuals

### User Conference

Annually

### Client Advisory Council

Yes

## Product

### Release Schedule

SaaS solution

### Implementation Time

SaaS

### Product License

Contract-based  
purchase order

### Average Annual Fee

Free to insureds

### Customers



### Users



### Deployment

SaaS

### Hosting

- 3rd party hosted
- AWS

### Security Certifications

Coming 2023

### 3rd Party Assessment

October 2022

### Browsers

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

# CLARA Analytics

## Company Info

### Ownership

Privately held

**Founded |** 2017

### Headquarters & Locations

- Santa Clara, California

### Leadership

- Heather Wilson, CEO
- Rick Rosenthal, CFO
- Tyler Jones, CCMO
- Tom Warden, CISO
- Gabe Cossio, VP of Sales

### Contact

Tyler Jones  
818-481-2555  
[tyler.j@claraanalytics.com](mailto:tyler.j@claraanalytics.com)

### Annual Revenues

Not disclosed

### Top Industries

- Finance & Insurance
- Healthcare
- Insurance

### Product Offerings

- Benchmarking
- Claims Administration
- Data Analytics/  
Predictive Modeling/AI

## Company Overview

Clara Analytics improves claims outcomes in commercial insurance with easy-to-use AI-based products. The company's product suite applies image recognition, natural language processing, and other AI-based techniques to unlock insights from medical notes, bills and other documents surrounding a claim. CLARA's predictive insight gives adjusters "AI superpowers" that help them reduce claim costs and optimize outcomes for the carrier, customer and claimant. CLARA's customers include companies from the top 25 global insurance carriers to large third-party administrators and self-insured organizations.

## CLARA Product Information

**CLARA Triage** – Close claims faster with artificial intelligence (AI) daily insights for claims adjusters highlighting opportunities to expedite simple claims, improve reserve levels, optimize adjuster workloads and improve outcomes

**CLARA Litigation** – Lower your attorney involvement with AI insights to detect litigation risk, manage attorney performance, and resolve claims effectively

**CLARA Treatment** – Get better care while lowering medical expenses with AI insights that optimize your provider network, direct patients to the best medical providers, and mitigate unnecessary medical costs

**CLARA Optics** – Use AI to read every medical record and bill to gain claim insights. Optics scans and analyzes claims-based medical records for instant collation, historical summarization and alerts in searchable user interface with daily updates

**CLARA MSP (Medicare Secondary Payer)** – Save operating expenses and time with CLARA's AI powered solution that generate CMS-approvable MSA/MSP compliance reports in minutes vs weeks

## Implementation methodology

Implementation of CLARA's product suite does not require a large IT lift for customers. Once historical claims data is provided CLARA does the heavy lifting with the following phases: Historic Data Ingestion, Model Training & Configuration, Daily File Ingestion Configuration, Training, and Ongoing Adoption Tracking & Value Quantification. CLARA has prebuilt integrations with RMIS systems including Guidewire and Origami Risk along with API's that can connect to existing systems on the customer side.

## Technology Overview

CLARA's products leverage advanced AI, machine learning, and predictive technology to identify at-risk claims, giving claims representatives vital information about what will drive a claim's escalation, and provide tools such as action plans to intervene and reduce costs and get the claimant back to their everyday lives sooner.

## Customer Experience

### Support Hours

Monday to Friday  
7am to 7pm (PST)  
24/7 emergency

### Support Offered

- Dedicated account representative
- Email
- Knowledge base
- User manuals
- Website

### User Conference

No

### Client Advisory Council

Yes

## Product

### Release Schedule

SaaS solution

### Implementation Time

8-12 weeks

### Product License

Annual subscription

### Customers



### Users



### Deployment

SaaS

### Hosting

Vendor hosted

### Security Certifications

- SSAE 18 SOC 2 Type II
- HIPAA

### 3rd Party Assessment

December 2022

### Data Encryption | Yes

### Browsers

- Google Chrome
- Internet Explorer
- Microsoft Edge



## Company Info

### Ownership

Privately Held

### Founded | 2014

### Headquarters & Locations

- Ann Arbor, MI
- San Francisco, CA
- Fairfield, CT
- Miami, Florida
- Toronto, Canada
- Bangalore, India

### Leadership

- Deepak Badoni, Ph. D  
Co-Founder and President
- Eduardo Hernandez  
Co-Founder and Head of Business Development
- Henry Allen, CCO
- Jeff Walker, Head of Customer Experience

### Contact

Eduardo Hernandez  
305-607-5317  
[ehernandez@eigenrisk.com](mailto:ehernandez@eigenrisk.com)

### Employees | 40

### Annual Revenues



### Top Industries

- Education
- Government
- Manufacturing
- Oil & Gas
- Retail

### Product Offerings

- Benchmarking
- Catastrophic Risk Mgmt
- Claims Mgmt
- Data Analytics/  
Predictive Modeling/AI
- EH&S
- Exposure/Asset Mgmt
- GRC
- Location/Property Mgmt
- Policy/Program Mgmt
- TCoR/Allocations

## Company Overview

EigenRisk (pronounced “eye-ghen-risk”) was founded in 2014 with the mission to build the most-complete platform to manage global catastrophe risk. Our customers use our platform globally, to unlock the value of data assets and bring insights directly into decision-making. We are an ISO 27001 certified company, helping insurers, brokers, and risk managers to gain control over their catastrophe data, analytics, and reporting, all in a single environment, thereby improving their operating efficiency and lowering their cost of risk. Our cloud-enabled platform - EigenPrism empowers users, to make faster & smarter decisions during live events, insurance renewals or strategic planning exercises.

## EigenPrism and EigenAlert Product Information

For Risk Managers, Brokers and Insurers integrated solutions for data management, catastrophe risk analytics and event response, accessible via the cloud. One platform for catastrophe risk analytics. Data Management - Single source of truth, most current view of risk, share data, analyses & reports. Analytics - Automated reporting framework, visual interrogation environment. Alerts - Global event coverage, real-time pre- and post-event alerts, what-if analysis. APIs - Strengthen customer retention with client portals, embedded analytics, reporting and alerts into customer applications, exposure data automatically refreshed.

## Service Methodology

Consulting services are tailored to our customers’ specific needs and follow lean/agile approaches whenever possible.

## Implementation Methodology

As a SaaS provider, implementation efforts are minimal. For integrations to customer systems, Standard API Documentation is provided online. Solution Architecture/ Consulting services are available for fee upon request.

## Technology Overview

The platform uses many AWS services such as RDS, API Gateway, Lambda, S3, EC2 etc. The GPU based computation engine is built using C++ and CUDA. The data pipelines are built using Java and Python. The web application is built using Angular 11 and NodeJS.

## Customer Experience

### Support Hours

Monday to Friday  
Live support 20 hours per day

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- Online help
- Screen “tips”
- Video tutorials
- Website

### User Conference

No

### Client Advisory Council

No

## Product

### Release Schedule

Every 4 months

### Implementation Time

1-4 weeks

### Product License

Subscription

### Average Annual Fee

\$100,000

### Customers



### Users



### Deployment

SaaS

### Hosting

3rd party hosted (AWS)

### Security Certifications

ISO 27001  
ISO/IEC 27001:2013

### 3rd Party Assessment

December 2021

### Data Encryption | Yes

### Browsers

Google Chrome

# Gradient AI

## Company Info

### Ownership

Private equity backed

**Founded |** 2012

### Headquarters & Locations

- Boston, MA

### Leadership

- Stan Smith, Founder and CEO
- Jeff Snider, General Manager
- Heeren Pathak, CTO
- Anthony Tuffile, CRO

### Contact

Stan Smith  
888-958-5846  
[stan.smith@gradientai.com](mailto:stan.smith@gradientai.com)

**Employees |** 100-200

### Annual Revenues



### Top Industries

- Finance & Insurance
- Government
- Healthcare
- Insurance

### Product Offerings

- Data Analytics/  
Predictive Modeling

## Company Overview

Gradient AI is a leading provider of proven artificial intelligence (AI) solutions for the insurance industry. Companies using its solutions improve loss ratios, reduce quote turnaround times, claim duration, and claim costs. Leveraging a vast database of millions of both policy and claim records, machine learning and natural language processing, Gradient AI's solutions drive better outcomes for underwriters and claim managers.

Customers include some of the most recognized insurance carriers, MGAs, TPAs, risk pools, PEOs and large self-insureds across all major lines of insurance. By using Gradient AI's solutions, insurers of all types achieve a better return on risk.

## Gradient AI Product Information

### UNDERWRITING SOLUTIONS

- Underwriting Risk Ranking
- Underwriting Loss Projection
- Workers' Comp-Specific Underwriting
- Payroll Class Codes
- Group Benefits Underwriting

### SAIL™

- PHQ Underwriting
- Group Health Manual Rating
- Group Health Renewal
- Group Health Renewal and Claims Analytics Reporting
- Group Health Underwriting Submission Portal

### CLAIMS SOLUTIONS

- FNOL Claims Triage
- Risk Ranking
- Claim Development
- Attorney Involvement
- Litigation Probability
- Total Incurred Prediction
- Claim Duration
- Complex Loss Analysis
- Subrogation

### BUSINESS PROCESS SOLUTIONS

- Automation Solutions
- Claims Automation
- Underwriting Automation
- Intelligent Auditing
- Workers' Comp-Specific Underwriting
- Payroll Class Codes

## Technology Overview

Gradient's software-as-a-service (SaaS) platform leverages machine learning and a vast dataset comprised of tens of millions of policies and claims records. It also incorporates numerous other features including economic, health, geographic and demographic information. Users can access advance analytics and dashboards to monitor key performance indicators to make faster and more informed business decisions to drive improved claims and underwriting outcomes.

## Customer Experience

**Support Hours**  
24/7

### Support Offered

- Dedicated account representative
- Email
- Phone

**User Conference**  
N/A

**Client Advisory Council**  
N/A

## Product

**Release Schedule**  
SaaS

**Implementation Time**  
45-120 days

**Product License**  
Annual license

### Customers



### Users



**Deployment**  
SaaS

**Hosting**  
Vendor hosted

**Security Certifications**  
SOC 2

**3rd Party Assessment**  
Not disclosed

**Data Encryption |** Yes

### Browsers

- Apple Safari
- Google Chrome
- Internet Explorer
- Microsoft Edge

## Company Info

### Ownership

Privately held

**Founded |** 2016

### Headquarters & Locations

- New York, NY
- Chicago, IL

### Leadership

- Leo Bernstein, Founder and CEO
- Lee T. Stevenson, President
- Rob Keyvani, CTO

### Contact

Carly Romeo  
Director of Marketing  
[carly@lineslipsolutions.com](mailto:carly@lineslipsolutions.com)

### Annual Revenues

Not disclosed

**Employees |** 25-50

### Top Industries

- Finance & Insurance
- Healthcare
- Lodging
- Real Estate
- Transportation

### Product Offerings

- Allocations
- Benchmarking
- C.O.P.E. Tracking
- Dashboards
- Data Analytics
- Exposure/Asset Management
- Policy/Program Management
- TCoR Calculations

## Company Overview

LineSlip Solutions is an award-winning SaaS technology company bringing the digital revolution to the risk and insurance world. Our Commercial Insurance Risk Intelligence (CIRI) software converts program documents to data-rich dashboards, giving risk executives instant access to the information they need to stay empowered and effective; this deceptively simple concept is the launchpad for modernized risk best practices across industries. Our team's enthusiasm for serving our customers fueled unprecedented growth in 2021, establishing LineSlip as a must-have strategic tool for risk executives.

## LineSlip Risk Manager Product Information

LineSlip Risk Manager is an elegantly simple alternative to traditional, RMIS offerings. The product:

- Ingests and digitizes your insurance program documents with no administrative work from your risk team
- Organizes and visualizes your program data into one-click dashboards easily showcasing information such as premium by Broker, Carrier, Program, or Line; program-wide exposure & rate details; and counterparty risk
- Digitally connects your program data to your program documents for instant access to source files
- Delivers one-click reports and insights for clearer stakeholder communication and more data-powered negotiation

LineSlip Risk Manager is a complement to-not a replacement for-traditional RMIS options.

## Service Methodology

Our service methodology focuses on clear communication and individualized support, with each client assigned a specific account executive. Once onboarded, the account executives ensure clients fully understand how to navigate and manage their LineSlip dashboards, based on each client's requirements.

## Implementation Methodology

LineSlip is dedicated to helping our customers stay empowered and effective, without complicating their existing workflows or diverting their existing resources. As such, our implementation methodology is turnkey. Instead of spending hours inputting their own data, our customers need only gather their documents—and our software and team do the rest. When the documents have been ingested and the customers' dashboards are ready for use, our client success team guides them through a series of onboarding meetings to ensure they're able to derive the maximum value from the platform.

## Technology Overview

Lineslip is a SaaS data mining and visualization platform that collects and structures complex risk from source documents in a permission-based way. It does this by augmenting its staff of insurance experts with automation, natural language processing, and efficient technology process. LineSlip is based on the Microsoft Azure platform, and uses .Net , C#, ASP.NET, MS SQL Server, and Angular.

## Customer Experience

### Support Hours

Monday to Friday  
8:30AM to 6PM (ET)

### Support Offered

- Dedicated account representative
- Email
- Helpdesk
- Knowledge base
- User manuals
- Video tutorials
- Website

### User Conference

No

### Client Advisory Council

Yes

## Product

### Implementation Time

4-6 weeks

### Product License

Subscription

### Average Annual Fee

\$35,000

### Deployment

SaaS

### Hosting

3rd party hosted

### Data Encryption |

Yes

### 3rd Party Assessment

September 2021

### Browsers

Browser agnostic

## Company Info

### Ownership

Privately held

### Parent Company

WEBCBG, LLC

### Founded | 2017

### Headquarters & Locations

- New Rochelle, NY

### Leadership

- Jacqueline Legrand, CEO & Co-Founder
- Ernest Legrand, Co-Founder

### Contact

Jacqueline Legrand  
212-203-5823  
[jacqueline.legrand@maptics.com](mailto:jacqueline.legrand@maptics.com)

### Employees | 12

### Annual Revenues



### Top Industries

- Construction & Engineering
- Insurance
- Manufacturing
- Real Estate
- Retail

### Product Offerings

- Catastrophic Risk Mgmt
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- Exposure/Asset Mgmt
- Location/Property Mgmt

## Company Overview

MAPTICS® is a New York-based insurtech company that develops geospatial risk analytics software to transform risk exposure data into actionable insights in real-time. We target the property insurance and reinsurance markets, and the corporate risk management market, with medium and large properties portfolio sizes (primarily real-estate, retail, manufacturing). We started to build the first iteration of our platform in 2016, before we named it MAPTICS, and we onboarded our first paying clients in 2017, in the risk management and insurance industry.

## MAPTICS Product Information

MAPTICS is a geospatial risk assessment solution for property risk exposure management, climate change reporting and real-time weather events monitoring.

Users can combine and analyze multiple data sets to assess property risk exposure and vulnerabilities to natural catastrophes for a single location or an entire property portfolio. They can create custom and interactive risk analytics and monitor real-time severe weather events with a highly customizable notifications engine.

The platform seamlessly integrates external data, such as risk maps and datasets developed by governmental agencies or acquired from specialist third party providers, to give our users a granular understanding of their property risk exposure and accurately project losses as natural disasters unfold.

## Implementation Methodology

The onboarding phase includes consultative support to organize and structure each client information to obtain the greatest value from Maptics.

Client data provided in a Microsoft Excel or CSV file formats are integrated during the onboarding phase. Risk maps (in json or shape file format) can also be integrated during this phase.

The setup phase is completed within 30 days of receiving the required information.

Training: 2 training sessions of half day each with a customer success staff from Maptics team are available as part of the standard setup.

## Technology Overview

The foundation of MAPTICS leverages mature frameworks and languages combined with advanced technologies. The platform combines a proprietary GIS (Geographic Information System), a fully integrated BI (Business Intelligence) tool and a data warehouse, to store and manage a high volume of location-based data. The technical solution includes in-memory data management (SingleStore), C++ NoSQL database (ScyllaDB) and PostgreSQL. Maptics can be used as a standalone platform or can be easily integrated via APIs with existing systems.

## Customer Experience

### Support Hours

Regular business hours in Eastern and Central European time zones.

### Support Offered

- Email
- Helpdesk
- User manuals
- Video tutorials

### User Conference

No

### Client Advisory Council

N/A

## Product

### Implementation Time

30 days

### Product License

SaaS model

### Average Annual Fee

\$30,000

### Customers



### Users



### Deployment

- Public cloud
- SaaS

### Hosting

3rd party hosted  
(Amazon Web Services)

### Security Certifications

ISO 27001

### Data Encryption

Optional

### Browsers

Browser agnostic



# Milliman

## Company Info

### Ownership

Private

**Founded |** 1947

### Headquarters & Locations

- Seattle, WA
- Chicago, IL
- Milwaukee, WI

### Leadership

- Michael Paczolt, Principal & Consulting Actuary, FCAS, MAAA

### Contact

Trever Mertz, Director of Sales  
262-796-3347  
[trever.mertz@milliman.com](mailto:trever.mertz@milliman.com)

### Annual Revenues

Not disclosed

### Top Industries

- Finance & Insurance
- Healthcare
- Manufacturing
- Transportation
- Utilities

### Product Offerings

- Benchmarking
- Catastrophic Risk Mgmt
- Claims Mgmt
- Data Analytics/  
Predictive Modeling
- Exposure/Asset Mgmt
- GRC
- Healthcare Risk Mgmt
- Litigation Mgmt
- OSHA Compliance

## Company Overview

Founded in 1947, we are an independent risk management, benefits and technology firm with offices in major cities around the globe. We serve the full spectrum of business, financial, government, union, education, and nonprofit organizations.

Since our inception, objectivity and professional excellence have been our hallmarks. We are independently owned and managed by our principals, who are distinguished by their technical and business acumen, and by their achievements in their respective fields. Our body of professionals includes actuaries, technologists, clinicians, economists, climate and data scientists, benefits and compensation experts, and many others.

## Nodal® Product Information

Nodal is a comprehensive solution that uses artificial intelligence (AI) and machine learning to analyze structured and unstructured data. Gain powerful insights into jumper claims, litigation likelihood, excessive medical cost, and more. With intelligent, automated claims triage and cost benchmarking, Nodal helps you to improve internal processes, address skill gaps, and manage ever-growing medical and litigation costs.

## Technology Overview

**Proprietary Text Mining:** We capture unknown data elements from unstructured data with our proprietary text mining algorithm.

**Tailored:** Our approach is customized to your data, your business operations, and your specific needs. We construct models utilizing a client's own detailed claim, medical, and unstructured data while leveraging Nodal's database as support.

**End-to-End Solution:** We assist clients from data to implementation. We assemble data from structured and unstructured sources, build predictive models using cutting-edge machine learning techniques, and implement with experienced claims consultants to ensure successful implementation.

## Customer Experience

### Support Hours

Monday-Friday  
9 AM-5 PM (CST)

### Support Offered

- Dedicated Account Representative
- Email
- Helpdesk
- Online help

### User Conference

Quarterly

### Client Advisory Council

N/A

## Product

### Release Schedule

As needed

### Implementation Time

30-90 days

### Product License

SaaS annual  
subscription

### Average Annual Fee

\$200,000

### Customers



### Users



### Deployment

SaaS

### Hosting

3rd party hosted

### 3rd Party Assessment

March 2021

### Data Encryption

Optional

### Browsers

Browser agnostic

# 2023 Outlook: Ride the Data Tidal Wave to Success

The data tsunami is here, and organizations can no longer tread water to stay afloat.

Historically, the insurance industry has been behind when it comes to collection, distribution, analysis, and reporting of data, and hampered by manual methods, poor communication, and legacy technology. Today, organizations have access to more data than ever before and are leveraging it to better manage risk.

Siloed data such as supply chain, business operations, and other vital information all have typically not been readily accessible and risk management had little visibility. Yet all that data can help an organization manage their risk more effectively. To thrive in 2023, organizations must improve their handling and use of data.

The following are five key trends to look out for in the next year.

## 1. Risk-tech landscape continues to evolve rapidly.

Industry investment in innovation continues to grow rapidly, specifically in niche areas such as RiskTech. A large number of solutions are available today to address broad areas of the risk and mitigation process. Cloud computing has spurred faster build, distribution, and implementation of these solutions. Earlier solutions were exclusively for large-scale risk management programs focused narrowly on insurable risks. However, RiskTech now offer much broader solutions to manage the complexity of risk that organizations face. Nevertheless, many of these solutions can be integrated into a RMIS if they aren't already built into it.

These software trends [are reshaping the way organizations are managing risk](#). Demand for some of these solutions may grow large enough to be absorbed into broader RMIS solutions, but there will always be bespoke solutions to address specific needs.

## 2. Application Program Interfaces (APIs) increase access to risk data.

An API allows systems to communicate with each other without complex software development and customization. APIs are the key to systems integration, connecting your key systems such as a RMIS with other applications. These interfaces are growing and changing how the insurance industry shares data.

APIs also open a direct connection to real-time data, which has been a significant challenge for the insurance industry. Historically, risk data such as claims has been updated on a batch basis, anywhere from nightly to once a month, but it's nowhere near real time.

Carriers and other industry partners are starting to offer APIs, which will revolutionize how you can access risk information. You can link to your internal systems via APIs as well to get a view into key business metrics to make better decisions. APIs offer your organization faster, more seamless access to information and can become a game-changer for your process.

## 3. Analytics, artificial intelligence (AI) and machine learning grow.

Today, most organizations have basic data analytics in play, but the vast amounts of data available in insurance makes the industry a highly worthy opportunity for AI, machine learning and advanced analytics. Powerful new analytics tools are available and more realistic for industry today, given the amount of data generated. Knowing how to leverage data using these tools within or adjacent to the RMIS can help businesses stay ahead of the game and control costs. Expect to see greater emphasis on risk data to predict and find insights to drive business in 2023.

Organizations can take advantage of this trend through tools in your RMIS or third-party analytics tools. Advanced tools layered on top of your RMIS use APIs to pull data for the analysis, then push insights back to the user or the RMIS. The result: less time spent

looking at data and more time addressing opportunities based on what the analytics tells you.

## 4. Digital transformation takes hold.

Insurance has come later to [the digital transformation party](#), but we will likely see a surge in demand for it in 2023. The industry wants to move away from paper and manual processes as much as possible, and some organizations have already begun [the total transformation of all business processes](#).

Digital transformation leads to improved efficiencies and quicker decisions, but it also gives you better, faster access to the data you need to run your business. Real-time information is used to ensure efficiency of the team. Data-driven decision-making optimizes processes and can even allow organizations to predict and anticipate some trends. Essentially, it puts organizations in a proactive — versus reactive — business mode.

## 5. Technology enables integrated risk management (IRM).

IRM is a strategic and collaborative way to manage risk across the organization. Technology is helping make IRM a more attainable reality since businesses are much more connected than ever before, allowing better decision-making based on a collaborative approach to managing risk. Organizations share data, technology and much more across company lines, and as a result, they also share risk management. Technology will continue to have a huge impact as more organizations take on this IRM approach to how they manage risks collaboratively.

## It all revolves around the RMIS

Despite all the anticipated growth in technology and improvements in data collection and analysis, don't expect anything to unseat the foundational RMIS platforms as the center of the RiskTech universe. Innovation and advancement within RiskTech integrations, however, will lift the tide for the industry, helping organizations that use data best ride the wave ahead of the pack.

# Final Thoughts

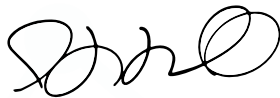
We hope that you find the report, our research and insights valuable. A great deal of time and effort goes into producing the report. Our goal with the RMIS Report is to provide a comprehensive view of the RMIS and RiskTech marketplace to assist you, the reader, to understand trends and identify solutions that can help you manage risk.

We do not seek to determine a winner in any of the categories we track. Each organization has unique needs and priorities that many vendors can address - one size does not fit all. The RMIS Report provides information on the market and the solutions that may meet your requirements. This information can help risk professionals make informed technology decisions.

Our research and insights don't end with this report. Follow us on social media and make sure to join our mailing list to stay up to date on risk technology trends and insights. If we can be of assistance on your risk technology journey, as RMIS consultants, we are available to help.

Finally, we would like to thank our sponsors and all vendors who submitted updates on their solutions. We also would like to thank Zissman Media and [pv] designworks, our partners in producing the report. And finally, we extend a genuine thank-you to our readers and everyone who completed the user survey.

Respectfully,



Patrick O'Neill



Dave Tweedy



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