2024

RMIS Report

Redhand advisors

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

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WELCOME

Thank you for downloading the 2024 RMIS Report.

As organizations increasingly integrate technology into their risk management strategies, the demand for sophisticated risk solutions has grown significantly. Our research confirms this trend, highlighting a readiness within the industry to invest in technologies that enhance risk management capabilities. The RMIS and RiskTech market has evolved in response, offering innovative solutions that meet the complex demands of today's risk environment.

Over the past six years, the RMIS Report has evolved as well, reflecting the dynamic changes within the risk and risk technology industry. The 2024 edition marks a significant milestone in this evolution, coinciding with pivotal shifts in the industry, particularly the explosive growth in RiskTech and artificial intelligence.

This year's redesigned RMIS Report aligns with the rapid technological advancements and the increasing digitalization of insurance services. The new format is not just a cosmetic upgrade; it is intended to provide enhanced readability and accessibility, catering to our growing base of readers globally.

As we unveil the 2024 RMIS Report, we are excited to embrace this new era of risk technology. The redesign signifies our commitment to staying at the forefront of industry trends and providing our readers with the most comprehensive, insightful, and actionable information available as they navigate these exciting times in risk management and insurance.

This year's report includes 39 innovative risk technology solutions, encompassing standalone RMIS systems, bundled RMIS solutions from insurers, TPAs, and brokers, as well as comprehensive RiskTech solutions.

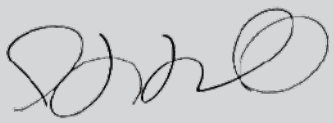
The expansion of RiskTech solutions providers in our report is particularly exciting, reflecting our commitment to providing the most thorough and insightful analysis in the risk technology market.

he insights in this report are drawn from the responses of approximately 1,000 risk professionals who participated in our RMIS Report User Survey, the information submitted by the vendors and our own extensive industry experience.

We are immensely grateful for almost 1,000 risk professionals taking the time to complete the survey; your input not only makes this report possible but also supports the Spencer Educational Foundation, Feeding America, and The Humane Society through our charitable donation's initiative.

We hope you find the insights from this year's report invaluable. Should you need assistance with your risk management technology strategies, please do not hesitate to contact us. Your success in navigating this dynamic market is our primary goal.

Patrick J. O'Neill
Founder & President



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ABOUT REDHAND ADVISORS

Redhand Advisors

Redhand Advisors is the leading provider of consulting services and market research for the risk man-agement technology (RiskTech) market.

Redhand's mission is to sup-port organizations as they drive business performance through improved risk management, and to assist clients make informed business and technology decisions by providing actionable advice, support, subject matter expertise and in-depth knowledge on the risk technology market.

The firm offers expertise in a broad range of risk technology solutions including: IRM, RMIS, Claims, GRC, EH&S, Risk Pool Adminis-tration, Underwriting and AI/Ana-lytics platforms. They support the entire system lifecycle from system analysis, vendor selection and im-plementation to solution alignment and optimization.

Redhand advisors

Patrick O'Neill

Founder & President

Patrick O'Neill is the founder and president of Redhand Advisors. A widely respected thought leader in RiskTech, he founded the firm in 2015, bringing more than three decades of experience in risk tech-nology solutions.

Previously, he was president and chief operating officer for a startup focused on workers' compensation and disability management 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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2024 RMIS Report

The Transformative Power of Technology

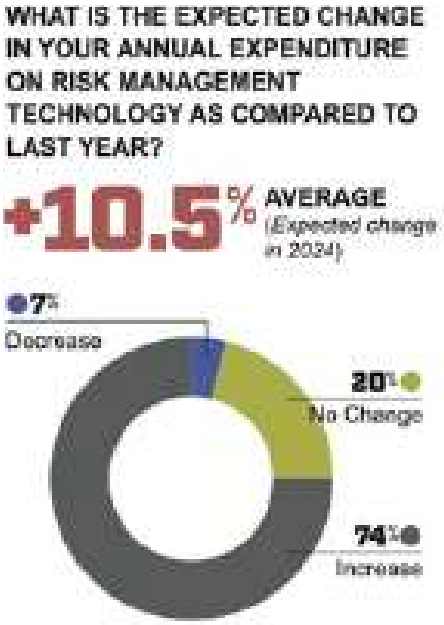
By Patrick O'Neill
Founder and President, Redhand Advisors

The 2024 RMIS Report underscores the transformative power of technology and the democratization of RMIS and RiskTech, offering organizations invaluable insights into navigating evolving risk landscapes. As vendors prioritize accessibility, adaptability and ethical AI practices, stakeholders are empowered to leverage innovation effectively, enhancing operational resilience and driving sustainable growth in an era of dynamic risk.

In the developing realm of risk management information systems (RMIS), 2024 represents a pivotal juncture marked by the ascension of generative artificial intelligence (GenAI) as the driving force, both for users and vendors.

As organizations confront increasingly complex risk landscapes, the convergence of cutting-edge AI technologies with risk management practices has emerged as a transformative catalyst. This year's RMIS Report spotlights not only the profound influence of AI but also the burgeoning adoption of RMIS systems among mid-market and small enterprises.

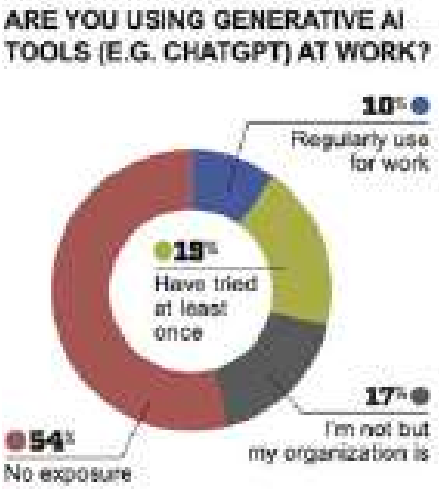
The expected change in annual expenditure on risk management technology compared to last year has surged by 10.5% on average, according to this year's report. This increase underscores the growing recognition among organizations, irrespective of size, of the indispensable role that advanced RiskTech solutions play in navigating contemporary risk challenges for all businesses.



Top 2024 User trends

Based on our user survey, we anticipate that the pulse of RMIS trends beats strongest within the 74% who expect increases in expenditure. Two overarching trends emerge as defining pillars shaping the landscape of risk technology:

1 AI tools are here to stay. The emergence of GenAI tools signifies a major shift in RiskTech. While currently only 10% of risk professionals report utilizing GenAI, a staggering 54% have zero exposure to it. However, the trajectory is clear, with 48% of respondents anticipating adoption within the next three years.



The integration of advanced technologies like GenAI in the insurance sector, which traditionally has been reliant on human expertise and man-

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ual processes, presents an unprecedented opportunity for transformation. With approximately 80% of claim data existing in unstructured formats such as emails, documents and phone calls, the potential for GenAI to revolutionize the claims process is immense.

Although it's too early to gauge its full impact on cost reduction, there's palpable enthusiasm among RiskTech vendors to explore its applications. GenAI holds promise in revolutionizing areas such as damage assessment, fraud detection, claims processing and customer support, while also offering valuable data-driven insights.

Despite the promising prospects, challenges and barriers to adoption persist from the user's perspective. Security and privacy concerns rank high, as cited by 42% of respondents, followed by the challenge of understanding AI capabilities and limitations, reported by 35%. Other impediments encompass issues related to quality and reliability, complexity, data privacy, fraud risk, bias and integration. Like any other technology, AI is not a panacea; it comes with risks and challenges, both external and internal, and it requires a well-thought-out, holistic approach to implementation and ongoing utilization.

2 Mid-market and small enterprises are embracing RMIS at a faster rate than ever before.

Smaller organizations are adopting RMIS systems at an increasing rate. In the past three years, 37% of smaller organizations (<=$500mm in revenue), adopted a RMIS, compared to 26% in the previous three years, signaling a shift in the market dynamic toward smaller entities. Notably, half of all implementations in 2023 were the first-time RMIS adopters. This shift is indicative of the pervasive nature of risk, transcending organizational size boundaries in 2024.

This continuum from process-driven RPA to data-driven AI plays a pivotal role in transforming workspaces, enhancing efficiency and fostering innovation.

Previously considered the domain of large organizations, RMIS systems were often out of reach for mid-market counterparts, leaving them to manage risks through manual processes or spreadsheets. However, risk management is now assuming a central role in boardroom discussions, propelled by factors such as regulatory scrutiny and evolving business landscapes.

Now small organizations are catapulted into the spotlight. The rise of the mid-market risk manager is emblematic of this new era, with risk management garnering the attention of the C-suite like never before. In this new paradigm, risk technology solutions emerge as indispensable tools for organizations of all sizes to navigate the complexities of modern risk landscapes effectively.

Top 2024 Vendor trends

When it comes to RMIS, vendors serve as the crucible for innovation and evolution. From the vendor perspective, three pivotal trends emerge as the guiding beacons shaping the trajectory of risk technology solutions:

1 Increased accessibility and adaptability.

In response to user feedback regarding the increasing complexity of these tools, vendors have embarked on initiatives to enhance usability and adaptability. Recognizing the challenges faced by smaller organizations in effectively utilizing sophisticated tools, efforts have been directed toward simplifying interfaces, menus and dashboards.

Vendors have prioritized the development of intuitive interfaces tailored

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to the needs of their customers, facilitating ease of use. The focus lies not only on streamlining navigation but also on incorporating functional sections within dashboards, catering to both data display and actionable insights.

2 The use of workflow optimization tools and robotic process automation (RPA).

A pervasive trend across industries, including risk technology, is the emphasis on workflow optimization and self-service tools. With millennials increasingly seeking autonomy in their interactions, vendors are integrating self-service functionalities into their offerings, enabling clients to handle tasks autonomously.

Robotic process automation (RPA) serves as a cornerstone in this endeavor, automating repetitive tasks that were previously carried out manually and streamlining processes. While RPA excels in rule-based automation, it is complemented by AI, which introduces adaptability and learning capabilities. This continuum from process-driven RPA to data-driven AI plays a pivotal role in transforming workspaces, enhancing efficiency and fostering innovation.

3 Managing GenAI integration and understanding ethical AI practices.

The integration of GenAI into RMIS and RiskTech solutions marks a significant stride toward unlocking the potential of AI in the insurance industry. AI technologies such as natural language processing (NLP) and predictive analytics are revolutionizing various facets of insurance operations, from claims processing to risk assessment. Vendors are actively incorporating AI integration strategies to automate claims processing, enhance customer interactions through NLP-driven chatbots and derive actionable insights from data analysis.

There is also a growing emphasis on secure and ethical AI practices, ensuring transparent data handling and user consent to uphold trust and integrity in AI applications. These initiatives underscore the commitment of vendors to leverage AI responsibly while enhancing customer service and maintaining data integrity.

A pervasive trend across industries, including risk technology, is the emphasis on workflow optimization and self-service tools.

Thriving in an era of risk

The 2024 RMIS Report illuminates a dynamic landscape where AI and the democratization of RMIS and RiskTech redefine traditional paradigms. From the transformative potential of AI in revolutionizing insurance claims to the increasing accessibility and adaptability of RiskTech tools, organizations of all sizes stand poised to harness innovation in navigating complex risk environments.

As vendors continue to innovate, integrating workflow optimization, RPA and GenAI capabilities, the trajectory of the market promises unprecedented efficiency, effectiveness and ethical practices. Embracing these trends not only enhances operational resilience but also fosters a culture of proactive risk management, empowering organizations to thrive in an era of evolving risk dynamics.

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ABOUT THE RMIS REPORT

The RMIS Report provides in-depth analysis of the Risk Management Information System (RMIS) and RiskTech market, providing a broad understanding of the solutions available rather than a straightforward ranking of vendors. This approach acknowledges the diversity and specificity of needs across different organizations, highlighting the importance of matching a system's capabilities to an organization's unique requirements.

The methodology behind the report relies on a combination of extensive user feedback, vendor-supplied information, and Redhand's considerable industry expertise.

Here's a closer look at each component of the methodology:

1. ***USER SURVEY:***
   Conducted in January 2024, the survey's broad outreach and significant response rate enhance the report's credibility and relevance. Gathering insights from approximately 1,000 risk and claim professionals offers a robust base for understanding user satisfaction and needs across the providers. This method ensures that the report reflects actual user experiences and expectations, though the anonymity and confidentiality of responses underscore a commitment to unbiased data collection.

2. ***VENDOR RFI:***
   This component is crucial for updating vendor profiles and understanding their offerings through a direct information channel. The participation of over 40 vendors provides a comprehensive view of the market.

3. ***INDUSTRY EXPERTISE:***
   Leveraging our vast experience in RMIS and risk technology, we bring a deep understanding of market dynamics and technological advancements. This expertise is invaluable for interpreting data, contextualizing user feedback, and assessing vendor information.

The report categorizes solutions into three distinct sections – Independent RMIS Providers, Bundled RMIS Providers (Insurers, TPAs and Brokers), and RiskTech Solutions. This format aids readers in navigating the market landscape, focusing on areas most relevant to your needs.

Vendor Profiles

The information contained on each profile is sourced directly from the Vendor RFI and verified for accuracy based on our industry experience and publicly available data. The user survey results and product scores are sourced directly from the User Survey. The aggregation of these responses into various system and customer experience dimensions provides a snapshot of how well different solutions meet their users' needs. This user-centric approach is invaluable for stakeholders seeking to understand which systems are delivering value and satisfaction to their customers.

Certain minimum thresholds are required to consider a vendor's user survey results to be representative and therefore published. Additionally, vendor responses rates are considered when aggregating the results to ensure the most accurate representation of the user population.

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VENDOR PROFILE PRODUCT LEGEND

Claims Administration
- Lines of business supported
- Claim adjudication
- Reserve analysis
- Check writing
- 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

Governance, Risk and Compliance (GRC)
- Enterprise risk management
- Compliance/Regulatory management
- Vendor management
- Business continuity planning
- Action planning
- Issue/Incident management and remediation tracking
- Sarbanes Oxley (SOX) tracking

Environmental, Health and Safety (EH&S)
- Safety management
- Audits and inspections
- Environmental and regulatory compliance
- Occupational health
- Root cause analysis
- Corrective action tracking
- OSHA tracking/reporting
- Training and Certification management

Exposures/Asset Management
- 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 Program Management
- Policy tracking/register
- Policy quotes, 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/issuance
- Premium allocation
- TCOR calculation

Reporting
- Standard reports
- Ad-hoc reporting
- Dashboards
- “As-of” date reporting
- Report scheduling and bursting
- Loss triangles
- KPI tracking and reporting

Analytics
- Benchmarking
- Business intelligence tools
- Advanced visualization tools
- Predictive modeling
- Advanced analytics

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

System Attributes
- Security
- Ease of use
- Look and feel
- 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

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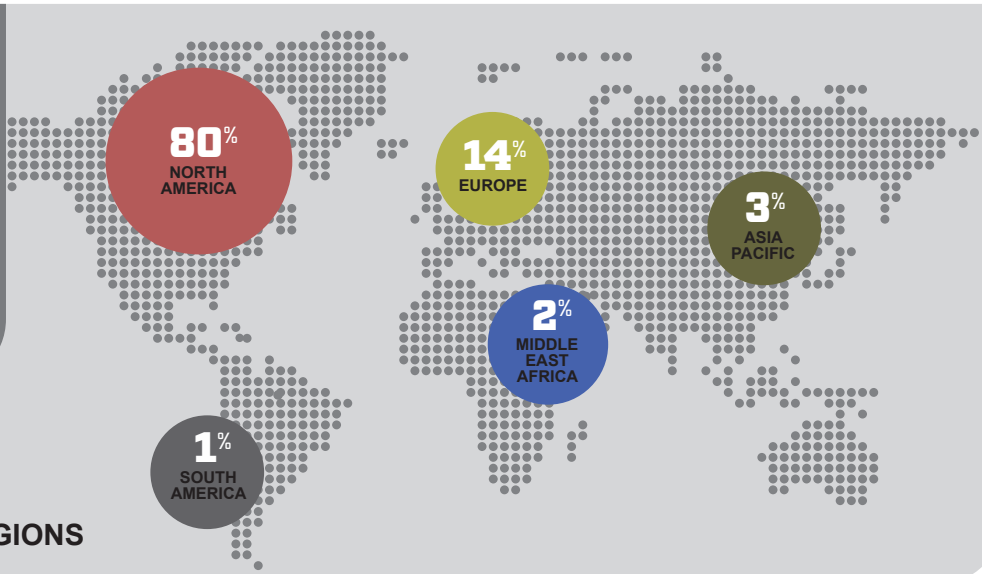
2024 RMIS REPORT DEMOGRAPHICS

998
SURVEY RESPONSES



REGIONS

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR ROLE:

Risk Management	40%
Claims	16%
Safety / Loss Engineering	9%
Insurance	7%
Human Resources	7%
Executive Management	7%
Technology	5%
Broker / TPA / Carrier	2%
Operations / Business Unit	2%
Finance / Legal	2%

WHAT IS YOUR ORGANIZATION'S PRIMARY INDUSTRY?

Government	12%
Finance and Insurance	10%
Manufacturing	10%
Construction and Engineering	9%
Retail	9%
Health Care	8%
Transportation	6%
Food and Beverage Services	4%
Professional Services	3%
Education	3%

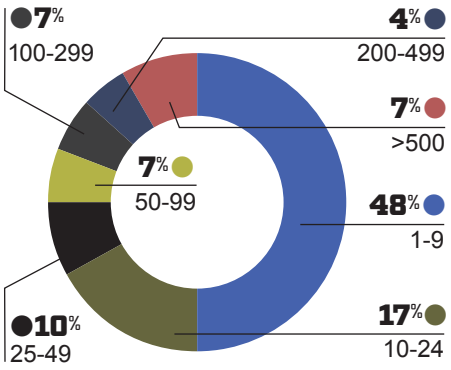
WHAT YEAR WAS RMIS FIRST IMPLEMENTED FOR YOUR ORGANIZATION?

2021-2023	32
2016-2020	37
2011-2015	16
2001-2010	9
2000 or prior	6

WHAT IS YOUR ORGANIZATION'S ANNUAL REVENUE?

- 29% < $500M
- 13% $500 - $999M
- 24% $1 - $4.9B
- 18% $5 - $14.9B
- 16% > $15B

HOW MANY RMIS USERS DOES YOUR ORGANIZATION HAVE?



WHAT IS YOUR ANNUAL COST OF RMIS?

(*Approximate costs paid to provider*)

- 14% < $10,000
- 10% $10,000 - $25,000
- 13% $25,001 - $50,000
- 20% $50,001 - $100,000
- 22% $100,001 - $200,000
- 14% $200,001 - $500,000
- 7% > $500,000

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Independent RMIS Solutions

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Independent RMIS Provider Updates

The RMIS market can be segmented into three distinct offering types; Claims-oriented solutions, RMIS-oriented solutions and IRM-oriented solutions. Each of these segments offers specific solutions in the market. While there are no clear lines between these different offerings, each offers solutions to meet specific requirements.

As a whole the RMIS market continues to grow and innovate. RMIS providers reported significant advancements across their platforms emphasizing increased automation, improved integration, and enhanced user experiences.

Automation strides were evident with more sophisticated report scheduling and enhanced workflow engines that streamline operations and minimized manual intervention.

Integration features saw considerable expansion as well. The development and expansion of API libraries and electronic data interchange (EDI) capabilities which enhance system interoperability and facilitate seamless data exchanges. We also noted the expansion in integration capabilities with TPAs and insurance carriers, fostering better connectivity and data flow across platforms.

On the user interface (UI) front, many vendors focused on the improvements of their UI enhancing user interactions by offering a more intuitive, and aesthetically pleasing experience. We also saw the release of several next-generation mobile applications aimed at improving accessibility and user engagement.

Finally, we saw the introduction of many new AI tools including generative AI capabilities which significantly boost the solutions ability to manage and mitigate risks effectively.

Overall, 2023 was a year of robust technological evolution in the RMIS market, marked by substantial enhancements that streamline processes and improve the user experience. These developments not only improve operational efficiencies but also enhance the ability to meet the evolving needs of organization's risk and claim professionals.

Vendor Highlights:

Riskonnect acquired Ventiv Technology in January 2024. The combined company serves over 2,500 customers making it the largest RMIS provider in the market. While there is overlap in many of the offerings from the two companies, Ventiv brings a full claims administration system that includes policy, underwriting and billing that Riskonnect lacked. Additionally, Ventiv has a suite of analytics solutions that we'd expect Riskonnect to integrate into their broader offerings. Since the integration is in the early stages and our user survey launched before the announcement we have listed them separately in the report.

Origami Risk acquired Dais Technology in September 2023. Dais offers a SaaS insurance platform with API connectivity for streamlined policy handling, product management and sales supporting the insurance product creation for MGA's, carriers, and reinsurers. Dais operates as a subsidiary of Origami but has already released their first integration with Origami offering Origami's first notice of loss in Dais offering.

Aclaimant announced in February 2024 that industry veteran, Kathy Burns, was appointed CEO succeeding co-founder David Wald, who will continue to lead the organization as President. They have also brought on several industry veterans in the past year and are expanding the product offering beyond claim and incident reporting to traditional RMIS capabilities including exposure and asset management among other capabilities. Aclaimant offers the mid-market/small enterprise a RMIS alternative focused on first-time buyers.

Archer, a leading provider in the GRC market announced its entrance into the RMIS market in March 2024 with the acquisition of Flisk, a start-up

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in the RMIS space. Archer is led by former RMIS executive Bill Diaz. We have not had the opportunity to review the new offering, branded Archer RMIS AI, at the time of the publication but look forward to learning more in the coming year.

A new entrant in the Claims space was **Terra**. Terra released their Claims module into production with their first client going live in 2023. The initial release included key claim components including payment, pharmacy, regulatory and other integrations as well as their own imaging solution. Terra offers a risk-free implementation and license guarantee which is unique in the market.

PCIS made several advancements in 2023 including updating their tech stack and data model. They also released new features to support risk pools and TPAs including redesigned underwriting and ratings module and a new reinsurance module.

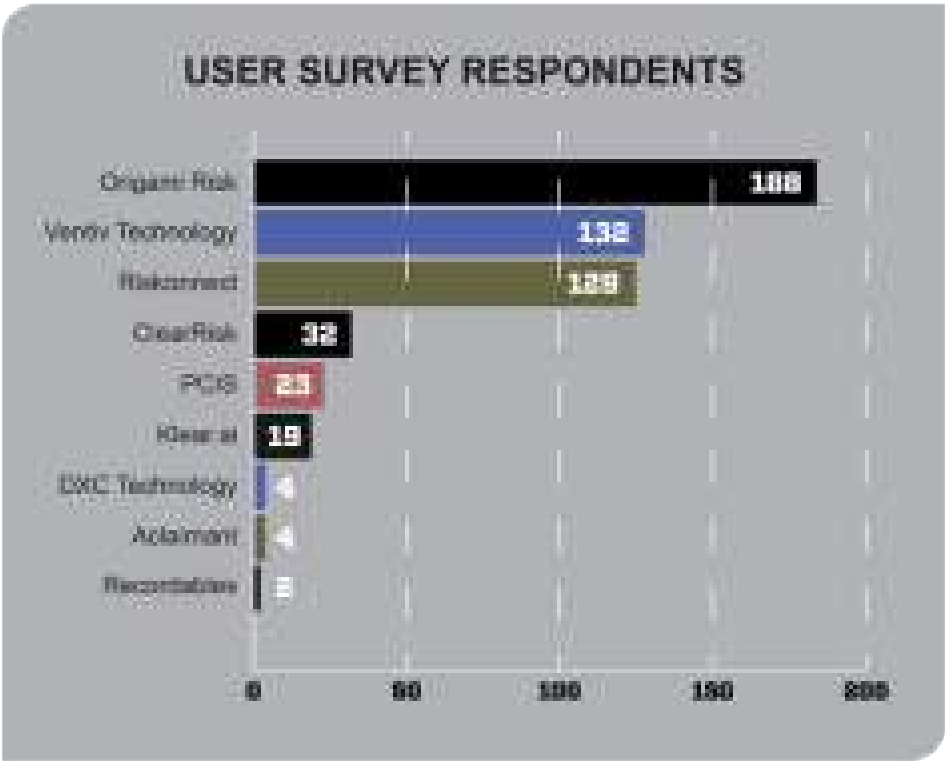
KlearAI has enhanced its platform with native AI-driven workflows as well as GenAI powered functionality. Continued advancements in fraud analytics as well as the introduction of AI enhanced, risk scoring and advanced text mining capabilities.

Spear released SpearAI which allows customers to integrate a digital assistant directly into the system. They also introduced SpearPolicy, which offers full policy administration capabilities.

The RMIS market has demonstrated remarkable growth and innovation throughout 2023, primarily driven by advancements in automation, integration, and user experience. As we move forward, the RMIS market is poised to become more integrated and user-friendly, with a strong emphasis on AI-driven capabilities. This evolution will undoubtedly empower risk and claims professionals with better tools for managing risks, thereby fostering more resilient and efficient operational frameworks. The ongoing enhancements and strategic expansions signal a dynamic period ahead for the RMIS sector, promising even greater capabilities and innovations in the years to come.

NOTE: To reflect the distinct segments mentioned earlier, we have changed the way we present the Overall Ratings on the Providers At A Glace summary. We feel this better represents the distinct offerings in the broad RMIS market and allows for solutions to stand out in the respective segments.

- ***Claims-oriented:*** *Offering claims-administration functionality for self-administered organizations, carriers, MGAs and TPAs. This may include policy and program management, and underwriting.*
- ***RMIS-oriented:*** *Offering claims and incident management, safety, exposure and asset management, and policy and renewal management. These solutions may also provide claim-administration capabilities.*
- ***IRM-oriented:*** *Offering broader capabilities beyond RMIS including Governance, Risk and Compliance, Enterprise Risk Management, and Environmental, Health and Safety capabilities.*



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1 > Many

One Platform = Improved Insights

It's elementary: A single platform provides a comprehensive view of risk and enables data-driven decisions that optimize outcomes.

RMIS | EHS | GRC | Healthcare

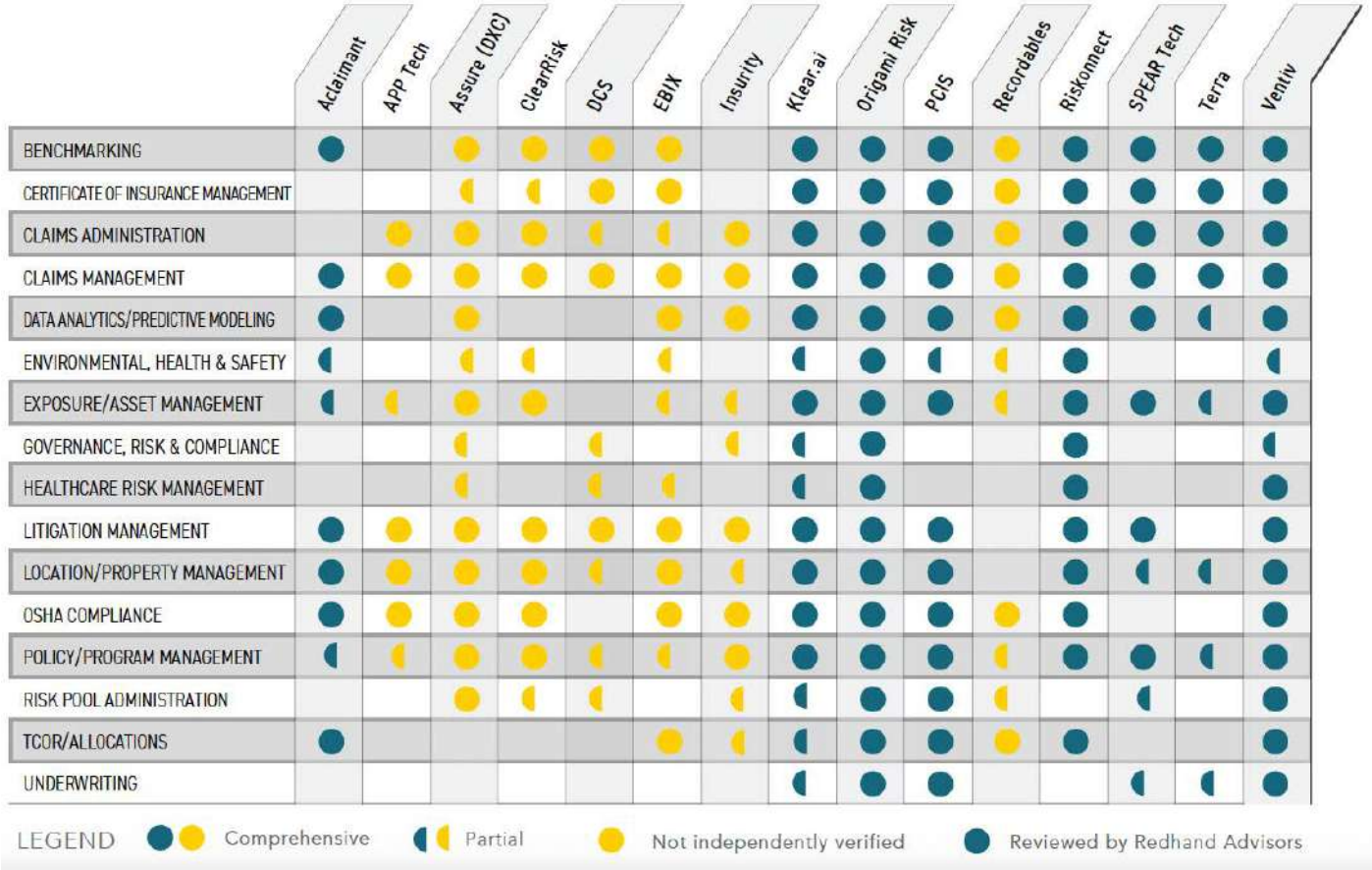
ORIGAMI RISK

PRODUCT OFFERINGS:
INDEPENDANT RMIS PROVIDERS

The information presented in the Product Offerings chart is primarily sourced from self-disclosed data provided by the respective product providers. Redhand has not independently verified the accuracy, completeness, or reliability of this information. The product landscape is dynamic, and the offerings, as well as their features, are subject to change.

This chart is intended as a preliminary tool to assist in understanding the range of products available in the market. It should not be solely relied upon for making purchasing decisions.

Readers are advised to conduct their own thorough research and verification of the information. This includes, but is not limited to, confirming product specifications and functionality. For best results, consult with a qualified professional before making significant investment or business decisions based on the information from this chart.



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Leadership
Kathy Burns - CEO
David Wald- President, Co-Founder
Tom Wimberly - CPO
Becky Warren - SVP of Data and Operations

Headquarters & Locations
Chicago, IL , USA

COMPANY INFO

Employees
50-99

Annual Revenue
Not disclosed

Top Industries
Business & Consumer Services
Construction & Engineering
Food & Beverage
Insurance
Manufacturing
Oil & Gas
Transportation
Utilities

Product Offerings
Benchmarking
Claims Management
Data Analytics/Predictive Modeling
Environmental, Health & Safety
Exposure/Asset Management
Governance, Risk & Compliance
Litigation Management
Location/Property Management
Policy/Program Management

Geographies Served
United States
Canada
Central America

Company Overview

Since our inception, Aclaimant's mission has been to make RMIS, Claims Management and Safety Workflow approachable and accessible to every organization that wants to become a better risk. We have combined our easy to use and rapid to deploy RMIS technology with our team of industry experts to develop the next generation of RMIS platform. Aclaimant transforms how companies manage data, people, and processes through its workplace safety, incident reporting, claims management, and analytics solutions. Thousands of safety and risk management professionals rely on Aclaimant to achieve better outcomes.

Product Information

Mobile First Notice of Loss & Incident Reporting- Capture near misses, incidents and claims in near real-time, reducing the lag time by up to 50%
OSHA Compliance - Stay compliant with OSHA reporting requirements, including electronic reporting to OSHA
Claims Management- Provide streamlined claims control from incident creation to claim resolution process with connectivity to carriers/TPAs
Claims Analytics- Drive awareness of risk opportunities and proactive activities through configurable dashboards
Assets and Exposures- Track assets across properties, employees, drivers, vehicles, equipment and more. Stay up to date on exposure valuations and capture information needed for analysis and renewals!
Data Pipeline- Use the newest data automation tech stack in the industry to clean and transform customer data
Insights and Predictive Models- Leverage Aclaimant's database of billions of dollars in claims to predict severity and frequency as well as other key insights
Safety Reporting & Loss Control- Automate safety inspections, reporting and corrective action workflows
Safety Analytics- Enable transparency with insureds on safety inspections and areas of opportunity
Data Warehouse - Provide a foundation for 3rd party analytics tools (such as Snowflake) to activate insights

Technology Overview

Aclaimant is built on a modern technology stack and cloud-based AWS architecture.

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What's New

Aclaimant reinvested in our core platform in 2023, focusing on laying the foundation to improve time to value for customers and also for Aclaimant to rollout numerous new features and modules in 2024. The first of these major new modules is our Assets and Exposure tracking module, designed to empower teams to streamline tracking, monitoring and valuing the key assets of orgs. This also included the introduction of our new data pipeline and automation platform. This platform enables the capture, cleansing and validation of claims data, in turn empowering Aclaimant teams and our customers to have a solid, trustworthy and stable foundation to make important claims, risk and insurance decisions.

What's Coming

Aclaimant's 2024 roadmap has three core themes, designed to enhance our customers experience and reinforce the components of Aclaimant that our customers love. This includes:

1. Platform transformation via AI and Large Language Models (LLMs) focused on time to value for our customer base
2. Platform transformation using data and insights
3. Continue to evolve and expand our core RMIS modules and functionality

Service Methodology

Aclaimant prides itself on its customer-centric service model, and our team is regularly recognized for our high level of service and support. Our customers get a named, dedicated Customer Experience Manager (CXM) to oversee their needs. We also have a dedicated Implementation and Product services team that works with the CXM to ensure each customer's success. These groups are supported by our US based support and service team, available for customers via email and chat, to handle day to day and ongoing needs.

Implementation Methodology

Aclaimant is able to deliver best in class time-to-value in our RMIS offering utilizing our award winning approach. Aclaimant's time-to-value focused implementation process involves each customer receiving a dedicated team of experts to guide them through every step of the onboarding process. This ensures a smooth and successful onboarding experience. Our focus is on delivering a high quality experience for our customers without overburdening our customers along the way.

CUSTOMER EXPERIENCE

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

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Live Chat
Manuals
Video Tutorials
Webinars

User Conference
No

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 1 Weeks

Implementation Timeframe
12 Weeks

Product License
Subscription-based per module, licensed annually

Average Annual Fee
Not disclosed

Customers
100-499

Users
10,000 - 19,999

Deployment
Public Cloud/SaaS

Security Certifications
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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aclaimant®

RMIS, Claims Management, Safety Workflow Platform

Simplify incident response, **centralize** claim analytics and **build** a safer work culture from the ground up.

Learn More

(312) 361-3477 | aclaimant.com | sales@aclaimant.com

APP TECHNOLOGIES, LLC

apptechllc.com

Ownership Privately Held
Founded 2003
Contact William F. Nagle, National Sales and Marketing Director | billn@apptechllc.com | 203-883-0072

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

Headquarters & Locations
Norwalk, CT, USA

COMPANY INFO

Employees
1-25

Annual Revenue
Not disclosed

Top Industries
Construction & Engineering
Food & Beverage
Insurance
Retail
Transportation

Product Offerings
Claims Administration
Claims Management
Environmental, Health & Safety
Exposure/Asset Management
Governance, Risk & Compliance
Litigation Management
Location/Property Management
OSHA Compliance
Policy/Program Management

Geographies Served
Canada
United States

Company Overview

APP Tech develops software for claims and risk management. Our client focus led us to realize that traditional claims systems were ill-suited to the evolving requirements of the industry and risk management. In response, we developed the first incident-based claims system, providing an 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.

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.

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.

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 over 20 years of 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.

CUSTOMER EXPERIENCE

Support Availability
Mon-Fri, 8am-6pm Eastern

Support Offered
Dedicated Account Rep
Email
Helpdesk
Video Tutorials

User Conference
No

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every 1 Month

Implementation Timeframe
2 Months

Product License
Per named user. Transaction-based for API. Per RRE ID for Section 111.

Average Annual Fee
$ 36,000

Customers
< 100

Users
1,000 - 4,999

Deployment
Public Cloud/SaaS

Security Certifications
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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ARCHER

www.archerirm.com/RMIS-AI

Ownership Private Equity Backed
Founded 2000
Contact Patrick Potter | patrick.potter@archerirm.com | 623.521.3900

Leadership
Bill Diaz, CEO
Jeff Longoria, Chief Commercial Officer
Matt Derdyn, CFO
Mike Ostendorf, Chief Product Officer

Headquarters & Locations
Overland Park, Kansas

COMPANY INFO

Employees
500 – 1,000

Annual Revenue
n/a (cost center)

Top Industries
Finance
Government
Healthcare
Insurance
Utilities

Product Offerings
Claims Management
Cyber Security Assessments
Data Analytics/Predictive Modeling
Exposure/Asset Management
Governance, Risk & Compliance
Healthcare Risk Management
Location/Property Management
Policy/Program Management

Geographies Served
United States
Africa
Asia Pacific
Canada
Central America
Europe
Middle East
Oceania
South America
U.K.

Company Overview

Archer is a governance, risk and compliance (GRC) solution focused on helping clients manage their risk and compliance challenges strategically and tactically. Archer has over 20 years in the industry and was one of the first companies focused on GRC. During the years, we have helped our customers navigate changing times and requirements by adding solutions that address new challenges, like ESG. In 2024, we added the Archer RMIS AI product to our portfolio, incorporating AI and providing customers with a significant advantage in managing risk. Archer continues to innovate to help our clients mature their risk and compliance capabilities.

Product Information

Archer offers solutions for the following domains of risk and compliance. Each was developed following industry standards, regulations and best practices. Where applicable, solutions integrate together to offer clients an integrated approach to complementary domains. All solutions are built upon the same platform that enables workflows, configuration, reporting, dashboarding, and notifications. Archer integrates with hundreds of other data sources and partners.

• Internal Audit • Business Continuity Management • Enterprise and Operational Risk Management • Regulatory and Corporate Compliance • Public Sector • Third Party Risk Management • IT Security & Risk Management • ESG Management • RMIS AI • Compliance AI

Technology Overview

Archer consists of both the configurable, integrated platform and software that enables organizations to manage multiple dimensions of GRC (audit, third party, risk, compliance, etc.). Archer SaaS is a multi-tenant offering that leverages cloud infrastructure (e.g., security groups, load balancers, web servers, data base servers, and storage systems) shared across multiple customers to provide reliable, cost-effective, business-level management solutions. All Customer Content is segmented.

Service Methodology

The Archer Professional Services team offers a full range of consulting and implementation services designed to help organizations achieve a rapid return on investment as well as reduce long-term administrative overhead. Through a portfolio that includes strategy and design, installation and implementation, upgrade, and custom services, our Professional Services consultants help organizations realize their GRC vision.

CUSTOMER EXPERIENCE

Support Availability
24/7 support teams, knowledgebase, product downloads, forums, documentation

Support Offered
Community Forums
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Live Chat
Manuals
Video Tutorials
Webinars**User Conference**
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 6 Months

Implementation Timeframe
3 Months

Product License
Archer licensing costs are tiered based on total employees.

Average Annual Fee
$ 200,000

Customers
1,000 - 2,000

Users
> 20,000

Deployment
On-Premise
Public Cloud/SaaS

Security Certifications
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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ARCHER

Archer RMIS AI

The future of risk management is here

Archer RMIS AI marks the dawn of a new era for smarter decisions, faster workflows, and groundbreaking risk mitigation.

This isn't just another step in risk management information systems — it's a revolution.

Are you ready?

ArcherIRM.com/RMIS-AI

CLEARRISK US CORP.

www.clearrisk.com
Ownership Privately Held
Founded 2013
Contact Mike Bowman | mbowman@clearrisk.com | (709)727-6424

Leadership
Craig Rowe, CEO
Mike Bowman, CRO
Francine Barbe, VP Finance and Administration
Derrick Dunne, VP Engineering

Headquarters & Locations
Wilmington, DE

COMPANY INFO

Employees
25-49

Annual Revenue
Not disclosed

Top Industries
Education
Government
Real Estate
Retail
Utilities

Product Offerings
Benchmarking
Certificate of Insurance Management
Claims Administration
Claims Management
Data Analytics/Predictive Modeling
Environmental, Health & Safety
Exposure/Asset Management
Litigation Management
Location/Property Management
OSHA Compliance
Policy/Program Management

Geographies Served
Canada
United States

Company Overview

ClearRisk is built by Risk Managers, for Risk Managers. ClearRisk's CEO, Craig Rowe, is a former Risk Manager. Seeking claims and risk management software prior to starting ClearRisk, he found existing solutions too big, too complex, and too expensive. Craig recognized the need for a cost-effective alternative to optimize risk and manage claims and incidents. ClearRisk empowers risk managers with actionable data insights and automated workflows in a cloud-based environment that is easily implemented and maintained. Customers report up to a 95% reduction in time spent on manual tasks and up to a 50% reduction in their total cost of risk.

Product Information

ClearRisk is an off-the shelf claims and risk management solution providing users with an easy-to-use interface including automated workflows delivering powerful data insights, empowering risk managers with accurate information for enhanced decision-making. Share data across the organization through automated scheduled reporting and dashboards, ensuring managers have the data (trends/root causes) to effectively manage and mitigate risk within their individual units.

Accessible from any computer or mobile device, ClearRisk enables risk managers to work from one system, eliminating spreadsheets and redundant software tools. Incidents flow into ClearRisk through a simplified online portal accessible by staff and the general public, eliminating data entry for risk management staff. Risk managers can easily send information to TPAs and other service providers, eliminating the need for redundant data entry and reporting.

Technology Overview

The ClearRisk solution provides Incident and Claims management functionality built on top of the Salesforce platform, allowing for robust capabilities in the areas of dashboards, reports, workflow management, notifications, and data security. ClearRisk also provides white labelled webforms to streamline the intake of incident data from internal and external sources. With Enhanced file storage through AWS, users have the ability to organize and share large volumes of claim related files.

CUSTOMER EXPERIENCE

Support Availability
Monday to Friday 9 AM to 5 PM EST

Support Offered
Community Forums
Dedicated Account Rep
Email
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
No

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every 6 Weeks

Implementation Timeframe
4 Months

Product License
Subscription-based, licensed annually

Average Annual Fee
$ 35,000

Customers
100-499

Users
1,000 - 4,999

Deployment
Public Cloud/SaaS

Security Certifications
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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DIRECT CLAIM SOLUTION

www.DirectClaimSolution.com

Ownership Privately Held
Founded 2016
Contact Darren Lossia | DLossia@DirectClaimSolution.com | 248-839-6340

Leadership
Darren Lossia, Product Director

Headquarters & Locations
Troy, Michigan
Allen, Texas

COMPANY INFO

Employees
100-249

Annual Revenue
Not disclosed

Top Industries
Education
Government
Healthcare
Insurance
Real Estate

Product Offerings
Benchmarking
Certificate of Insurance
Management
Claims Administration
Claims Management
Healthcare Risk Management
Litigation Management
Policy/Program Management
Risk Pool Administration

Geographies Served
United States
Canada

Company Overview

Direct Claim Solution is a web-based claims management platform. Ideal clients are Captives, Risk Pools, Risk Retention Groups, Self-Insureds and MGA's or other organizations focused on smartly equipping themselves to track, analyze and resolve liability claims and property losses. DCS is designed and supported by a team of highly experienced claims professionals with a track record of superior success in handling complex and routine claims in a variety of industries across the full spectrum of loss exposures. DCS also serves insurers with annual premium under $250 Million.

Product Information

DCS is advanced commercial claims and litigation management software 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 customize its content and claim segmenting relevant to specialized areas of exposure and consistent with its unique corporate structure of divisions and departments.

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.

Service Methodology

DCS clients receive the highest level of personal service and technical support in the industry. Our clients are supported by product managers, claims 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.

CUSTOMER EXPERIENCE

Support Availability
M-F 8AM to 6PM EST

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Manuals
Video Tutorials

User Conference
No

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 1 Months

Implementation Timeframe
6 Weeks

Product License
Subscription based license based on value and usage profile.

Average Annual Fee
$ 40,000

Customers
< 100

Users
1,000 - 4,999

Deployment
On-Premise
Public Cloud/SaaS
Vendor Hosted
Private Cloud

Security Certifications
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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DXC TECHNOLOGY

www.dxc.com
Ownership Public
Founded 1982
Contact Lindsey Mann, Sales Support Manager | lindsey.mann@dxc.com | 518-791-4450

Leadership
Raul Fernandez, Pres. and CEO
Rob Del Bene, EVP/CFO
Jim Brady, EVP/COO
Ray August, GM, Insurance Software & BPS

Headquarters & Locations
Ashburn, VA

COMPANY INFO

Employees
500 - 1,000

Annual Revenue
Not disclosed

Top Industries
Insurance
Government
Healthcare
Utilities

Product Offerings
Certificate of Insurance Management
Claims Administration
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
Risk Pool Administration
Underwriting

Geographies Served
United States
Africa
Asia Pacific
Canada
Central America
Europe
Middle East
Oceania
South America
U.K.

Company Overview

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at DXC.com.

Product Information

DXC Assure Claims (fka RISKMASTER) automates and streamlines the claims-processing system. Our cloud-based or on-premises software delivers a single solution for managing all risk and claims processes, from first notice of loss (FNOL) to payout – functioning seamlessly without the need for human intervention. DXC Assure Claims integrates with external systems that support claims prevention, including policy systems, behavioral analytics, distracted driver technologies, fraud detection, portals for online training and more. It can be extended to external communication platforms so consumers can get answers about claims 24x7.

DXC Assure Claims provides next-gen analytics to claims customers. Users can generate interactive graphs and dashboards to summarize information in an efficient manner allowing data-backed instant insights for management to help drive business.

Technology Overview

DXC Assure Claims is an open architected system utilizing API's and microservices to provide an easy to integrate claims experience. DXC offers deployment flexibility, catering to client preferences with options for on-premises or cloud deployment. DXC has one code base and offers configurability, ensuring customers aren't tied to a custom solution. The preferred cloud provider is AWS. Microsoft .Netcore is the underlying programming language and utilizes SQL or Oracle for the database.

Service Methodology

As a customer first organization, DXC meets diverse needs through dedicated teams for support, implementation, hosting, maintenance, product development and innovation community — all handled by our in-house experts. No subcontractors involved. Stay informed with DXC's online communities for the latest product enhancements and ecosystem partners.

CUSTOMER EXPERIENCE

Support Availability
8am-7pm EST, off-hours for upgrades on request.

Support Offered
Community Forums
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 3 Months

Implementation Timeframe
6 Months

Product License
Subscription based pricing based on number of users on system.

Average Annual Fee
$ 70,000

Customers
100-499

Users
10,000 - 19,999

Deployment
On-Premise
Public Cloud/SaaS
Vendor Hosted
Hybrid
Private Cloud

Security Certifications
HIPAA, NIST, SOC 3, SOC 1, ISO 27001

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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EBIX, INC.

ebix.com
Ownership Public
Founded 1992
Contact Shayne Garner | shayne.garner@ebix.com | 801-208-5493

Leadership
Robin Raina, CEO
Ash Sawhney, President NA Insurance Solutions

Headquarters & Locations
Johns Creek, GA

COMPANY INFO

Employees
25-49

Annual Revenue
< $10mm

Top Industries
Business & Consumer Services
Government
Healthcare
Manufacturing
Utilities

Product Offerings
Certificate of Insurance Management
Claims Administration
Claims Management
Data Analytics/Predictive Modeling
Environmental, Health & Safety
Exposure/Asset Management
Healthcare Risk Management
Litigation Management
Location/Property Management
Policy/Program Management
Risk Pool Administration
TCOR/Allocations

Geographies Served
United States
Canada

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 Policy Administration and Claims and Risk Management and Compliance.

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, general liability, auto liability, medical professional liability, product liability, property, and other lines of coverage. It includes a web-based risk portal called WebEnvision which is built completely custom from existing templates to receive and share risk information with departments or organizations outside of risk and claims management.

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.

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 6:00 pm, Monday through Friday Eastern Standard Time. Advanced support which stipulates timeframes outside of standard business hours and 24/7 support.

CUSTOMER EXPERIENCE

Support Availability
7a-6p US Eastern Standard Time

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Manuals
Video Tutorials
Webinars

User Conference
No

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every 180 Days

Implementation Timeframe
90 Days

Product License
System licensed by user and by modules by lines of insurance coverage.

Average Annual Fee
$ 12,000

Customers
100-499

Users
1,000 - 4,999

Deployment
On-Premise
Public Cloud/SaaS
Vendor Hosted
Private Cloud

Security Certifications
SOC 2, ISO 27001

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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INSURITY LLC

www.insurity.com
Ownership Privately Held
Founded 1985
Contact Courtney Eaton | courtney.eaton@insurity.com | +1 928 304 7519

Leadership
Please use the link below to review our Executive Leadership Team.
https://www.insurity.com/about/leadership/

Headquarters & Locations
Hartford, CT; Montreal, QC; London, UK

COMPANY INFO

Employees
> 1,000

Annual Revenue
Not disclosed

Top Industries
Finance & Insurance

Product Offerings
Claims Administration
Claims Management
Data Analytics/Predictive Modeling
Policy/Program Management
Risk Pool Administration

Geographies Served
United States
Canada
U.K.

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 platform and with unrivaled industry experience and thought leadership, Insurity is uniquely positioned to deliver exceptional value, empowering customers to focus on core businesses, optimize operations, and provide superior customer experiences. With users worldwide and more cloud-based deployments than any other insurance core system provider, Insurity is trusted by 22 of the top 25 property and casualty carriers and 7 of the top 10 MGAs in the U.S.

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.

Technology Overview

Insurity provides cloud-based technology to the Insurtech space, and has quickly become a leader. Insurity serves 500+ carrier, MGA, self-insured, and risk pool customers, with 400+ in the cloud and 330+ on Azure and AWS. Insurity's SaaS-focused technology delivers numerous technology and operational benefits: * Enhanced security * Increased deployment speed & accelerated time to value * Access to third-party services * Expandibility * Fewer resources required to maintain systems

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.

CUSTOMER EXPERIENCE

Support Availability
Our standard support service hours are Monday through Friday, 8 AM to 9 PM.

Support Offered
Community Forums
Dedicated Account Rep
Email
Helpdesk
Knowledge base
Manuals

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 4 Months

Implementation Timeframe
9 Months

Product License
Insurity's standard model is a concurrent user license fee approach.

Average Annual Fee
Not disclosed

Customers
< 100

Users
1,000 - 4,999

Deployment
Public Cloud/SaaS
Private Cloud

Security Certifications
SOC 3, SOC 1, SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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KLEAR.AI

www.klearai.com

Ownership Privately Held
Founded 2018
Contact Darrel Vaughn, CMO | darrel.vaughn@klearai.com | 925-640-7156

Leadership
Brij Kumar, CEO
Ritza Vaughn, EVP
Pete Govek, CRO
Craig Evans, CTO
Randy Wheeler, Advisor

Headquarters & Locations
Cypress, CA
Denver, CO
Long Island, NY
Punta Gorda, FL
Toronto, Canada

COMPANY INFO

Employees
100-249

Annual Revenue
$10mm - $49mm

Top Industries
Business & Consumer Services
Finance & Insurance
Food & Beverage
Government
Retail

Product Offerings
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

Geographies Served
United States
Canada

USER SURVEY RESULTS

Customer Experience
9.1

Implementation Experience
9.1

System Value
9.0

System Satisfaction
8.6

Ease of Adoption
9.2

Understands our Needs
9.2

Effectively Used
8.2

Company Overview

Klear.ai provides AI-driven risk, claims, and policy management solutions for TPAs, Risk Pools, Carriers, Governmental Organizations, and Self-Insureds. Recognized with the 'Most Innovative Claims & Risk Management Software Firm 2024 - USA' award, it offers secure, cloud-based software for Property & Casualty Insurance, including Workers' Compensation. With 20 years of expertise, Klear.ai enhances decision-making, reduces fraud, and improves efficiency. Its suite includes RMIS, claims administration, policy management, predictive analytics, and award-winning auditing for sustained growth and future-forward capabilities.

Product Information

Klear.ai offers a transformative suite for insurance and risk management.
Klear.ai Risk module delivers a holistic risk management platform, utilizing two decades of expertise in data consolidation with predictive analytics.
Klear.ai Claims solution leverages AI for enhanced claims administration, offering smart insights and automating for efficiency.
Klear.ai Policy solution simplifies underwriting, rating, and renewals, essential for risk strategies.
Klear.ai Analytics provides a self-service BI tool with AI and ML for comprehensive insights and forecasts.
Klear.ai Audit module employs predictive analytics for identifying audit scenarios and KPIs, focusing on improvement areas. Expanding further, Klear.ai includes DataBridge, Absence Management, and a Claimant Mobile App for an all-encompassing risk and claims management approach. Each element of Klear.ai is crafted to equip users with advanced, AI-driven tools for superior efficiency and decision-making in the complex insurance landscape.

Technology Overview

Klear.ai's product suite, which encompasses risk, claims, policy, analytics, and audit, is seamlessly integrated with a shared user management/maintenance module to ensure a unified and efficient user experience. This integration facilitates: • Centralized user management for consistency across all modules • Streamlined maintenance for enhanced solution reliability • Unified access controls for improved security and user governance

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What's New

In 2023, Klear.ai introduced Safety and Loss Prevention functionality as well as enhanced Generative AI, and sophisticated fraud, abuse & waste analytics, showcasing our commitment to innovation in risk management and insurance. Key features include Adjuster Performance for optimizing workforce efficiency through automated audits and task management and AI-driven enhancements like AI-enhanced mailroom and automated document workflow, improving document processing accuracy. The platform now offers a claim single risk score and a comprehensive text mining glossary, elevating data intelligence. Our specialized analytics further strengthen our ability to combat fraud, abuse, and waste, notably in cartelization.

What's Coming

Klear.ai's 2024 enhancements introduce advanced Native and Generative AI to improve user engagement. "Ask a Question" leverages natural language processing for streamlined information retrieval, allowing conversational queries for updates on claims and risk assessments. "Request a Task" enables users to automate tasks and email drafting with simple commands, integrating specific case details. "Direct to Database" eliminates manual data entry by automatically extracting and channeling data from documents to databases. Additionally, "Real-time Communication" through Microsoft Teams integration records, transcribes, and organizes discussions into action lists within Klear.ai, promoting efficient teamwork and accountability.

Service Methodology

Klear.ai combines dedicated customer success management with 24/7 technical support, ensuring clients achieve their goals and maximize their technology investment. Each client receives a customer success manager to act as their business technology advisor, understanding their unique needs. Alongside, our technical support team provides round-the-clock assistance for any technical queries, supporting both clients and customer success managers for seamless service.

Implementation Methodology

Based on 20+ years of professional services experience, Klear.ai's implementation methodology is collaborative, consultative, and grounded in industry best practices. Our team ensures client business needs align closely with our capabilities, specializing in system deployment through standard processes, including project management, data conversion, quality control, testing, training, and deployment. This approach ensures a smooth implementation, minimal issues, and enhanced user satisfaction.

USER SURVEY PRODUCT SCORES

Claims Admin 9.2	**Claims Mgmt.** 9.0
EH&S	**Exposures**
GRC	**Healthcare**
Incident Mgmt. 8.9	**Policy/ Program**
Reporting 8.6	**Analytics** 7.8
Risk Pool Admin	**Renewal**
System Attributes 8.8	**Systemwide Capabilities** 8.3

CUSTOMER EXPERIENCE

Support Availability
24/7 for Severity 1, General Hours - Mon-Fri, 5 AM PST - 5 PM PST,

Support Offered
Community Forums
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 3 Months

Implementation Timeframe
6 Months

Product License
Subscription-based on the number of modules and the number of users

Average Annual Fee
$ 88,000

Customers
< 100

Users
10,000 - 19,999

Deployment
Public Cloud/SaaS

Security Certifications
ISO 27001
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Semi-Annually

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FIND YOUR LIGHT

with Klear.ai Intelligence

Transform complexities into clarity with Native AI.
Streamline Claims, Risk and Policy Management with analytics, intelligent automation and compliance.

PREDICT DETECT PREVENT

(800) 493-2161 info@klearai.com

klear.ai

ORIGAMI RISK, LLC

www.origamirisk.com

Ownership Privately Held
Founded 2009
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Leadership
Robert Petrie, CEO
Earne Bentley, President, Risk
Mike Kaplan, President, Core
Rick Stearns, CFO and COO

Headquarters & Locations
Chicago, IL (HQ USA)
Atlanta, GA (USA)
Denver, CO (USA)
Philadelphia, PA (USA)
London (UK)

COMPANY INFO

Employees
500 - 1,000

Annual Revenue
> $150mm

Top Industries
Finance & Insurance
Government
Healthcare
Manufacturing
Transportation

Product Offerings
Benchmarking
Certificate of Insurance Management
Claims Administration
Claims Management
Cyber Security Assessments
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

Geographies Served
United States
Canada
Oceania
U.K.

ORIGAMI RISK

USER SURVEY RESULTS

Customer Experience
7.9

Implementation Experience
8.1

System Value
8.3

System Satisfaction
8.7

Ease of Adoption
7.7

Understands our Needs
8.4

Effectively Used
7.4

Company Overview

Origami Risk delivers single-platform SaaS solutions that help organizations best navigate the complexities of risk, insurance, compliance, and safety management.

Driven by founding principles that prioritize client satisfaction, Origami is still owned and operated by our founders. Our continued success and growth stem from a dedication to single-system innovation and a focus on clear client outcomes.

We continue to add to our award-winning solutions for managing risk; facilitating compliance; improving safety; and powering claims administration, underwriting, and billing functions.

Product Information

Origami's RMIS, GRC, EHS, Healthcare Risk, P&C Policy Administration, and P&C Claims Administration solutions are all built from the ground up on one codebase and delivered from a single platform that natively unifies data and is fast, reliable, and secure. This strategy allows Origami to focus on driving innovation rather than being weighed down by managing product "sunsetting" and consolidation scenarios for multiple legacy systems.

Based on their specific business needs, Origami clients choose solutions that work seamlessly together and use the power of the platform's foundational features to break down silos, unlock efficiencies and help drive successful outcomes. With inherently connected solutions, Origami supports an integrated approach to managing organizational risk – risk, safety, and compliance processes and data are brought together in a single system for improved efficiency and context that contributes to data-based decision making.

A singular focus on client success underlies Origami's approach to the implementation and support of its products. This includes partnering with clients to develop innovative features that solve their business challenges and ensure they get maximum value from their technology investment.

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.

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What's New

Origami added 255 enhancements, new features, and solutions across the platform, including user interface updates and a new Help Center to improve the user experience. Key highlights:

• Peer Review standard solution and ICD-10 code management for healthcare organizations • Standard solution for Employee Health management • Next-gen Origami Mobile app on upgraded technology • Enhanced Vendor Relationship and Contract Management capabilities • New EHS incident types (Near Miss and Safety Observations) • New Headless APIs for bespoke, customer-facing UI/UX • Expanded Enterprise Risk Management and Business Continuity Management capabilities • Acquired Dais product line for MGAs and insurer new-LOB labs • ISO/NCCI/State bureau content service

What's Coming

In 2024, Origami will focus on innovative platform and solution-specific enhancements driven by client feedback, including: • Origami Mobile app capabilities supporting additional EHS use cases • TCOR enhancements that improve ease of use • Reimagined values collection • Broadening use of prior valuation analysis on claims • Counterparty exposure management enhancements • Two-way SMS/MMS text messaging • Business Continuity Management optimizations • Additional EHS content partnerships • Standard Driver Qualification Files (DQF) solution • Enhanced risk frameworks support • Standard Configurations for personal lines and WC Claims and Policy Administration

Service Methodology

Earning the trust of clients and prioritizing their success are values that inform Origami's service methodology. This methodology begins with a commitment to hiring and training the exceptional people who make up our Professional Services group and who, based on areas of expertise, provide ongoing support to clients. Among the factors that set Origami apart is a long-standing practice of measuring success and setting incentive compensation using an annual survey that gauges client satisfaction.

Implementation Methodology

Speed, thoroughness, and client satisfaction are the hallmarks of Origami implementations. Work is prioritized based on the preferences and unique business needs of each client. Agile methodology, collaboration, and iterative delivery allow for client-led quality assurance and user acceptance testing. Overall, system flexibility and implementation expertise come together to drive Origami's proven ability to deliver in a fraction of the time implementations typically take other RMIS providers.

ORIGAMI RISK

USER SURVEY PRODUCT SCORES

Claims Admin 8.3	**Claims Mgmt.** 8.6
EH&S 8.6	**Exposures** 8.1
GRC 7.5	**Healthcare** 8.7
Incident Mgmt. 8.7	**Policy/ Program** 8.0
Reporting 8.1	**Analytics** 6.5
Risk Pool Admin 8.0	**Renewal** 7.9
System Attributes 8.4	**Systemwide Capabilities** 7.6

CUSTOMER EXPERIENCE

Support Availability
Mon–Fri, 7am–8pm CT, with work performed outside of hours as needed.

Support Offered
Dedicated Account Rep
Email
Embedded Help
Manuals
Video Tutorials
Webinars

User Conference
Every 18 months

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 10 Weeks

Implementation Timeframe
6 Months

Product License
Origami Risk is a subscription-based system, licensed annually.

Average Annual Fee
$ 150,000

Customers
1,000 - 2,000

Users
> 20,000

Deployment
Public Cloud/SaaS
GovCloud

Security Certifications
SOC 1
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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Not getting the full picture?

Unify your risk and safety data on a single platform to get a complete view of risk.

RMIS | EHS | GRC | Healthcare

ORIGAMI RISK

PCIS (P AND C INSURANCE SYSTEMS, INC.)

www.pcisvision.com

Ownership Privately Held
Founded 2017
Contact Michael A. Loizou | michael.a.loizou@pcisvision.com | 2124051625

Leadership
Georgette Loizou, CEO
Michael Loizou, CSO
Liza Girdhar, VP of Software Development

Headquarters & Locations
New York, New York, USA

COMPANY INFO

Employees
25-49

Annual Revenue
Not disclosed

Top Industries
Government
Insurance
Manufacturing
Transportation
Utilities

Product Offerings
Benchmarking
Certificate of Insurance Management
Claims Administration
Claims Management
Data Analytics/Predictive Modeling
Environmental, Health & Safety Exposure/Asset Management
Litigation Management
Location/Property Management
OSHA Compliance
Policy/Program Management
Risk Pool Administration
TCOR/Allocations
Underwriting

Geographies Served
United States
Canada

USER SURVEY RESULTS

Customer Experience
8.3

Implementation Experience
8.0

System Value
7.8

System Satisfaction
7.8

Ease of Adoption
7.1

Understands our Needs
8.6

Effectively Used
7.2

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 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 & Policy Management for large carriers; therefore, the flagship product ClaimsVISION RMIS reflects a depth of insurance knowledge unique in the RMIS industry.

Product Information

ClaimsVISION® is a highly automated multi-line claims and risk management platform. 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, and Integrated BI Platform • COI Management • Automated safety, loss, analytics processing • Pre-Integrated for Medicare Reporting, Imaging, Payroll, OFAC, ODG

Technology Overview

PCIS is a Microsoft shop and has built ClaimsVISION on a SQL .NET platform. Additionally, ClaimsVISION utilizes the Microsoft platform for both its BI and B2B interface layer. Lastly, ClaimsVISION is integrated tightly with Microsoft Office suite of products including Excel, Word, Outlook, and more. The ClaimsVISION hosted environment operates on a physical, dedicated, and redundant server cluster running VMware ESXi utilizing high-availability and failover technologies.

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What's New

2023 was a formative year for ClaimsVISION. Taking advantage of a re-engineered data model, the system's Intelligent BI and Analytics were greatly enhanced poising CLV to seamlessly plug into Microsoft Copilot A.I. Additionally, the system was expanded with a slew of new modules targetted specifically for Pool Industry, including a redesigned Underwriting and Ratings module and a new Reinsurance Module. Similarly, CLV was expanded in areas catering to TPA clients, including a new Billing module. Lastly, fundamental to the future of ClaimsVISION was a redesign of the technology stack with the incorporation of a Low Code No Code infrastructure and Microservices.

What's Coming

Re-imagined Intake Module, Pool Member Management Module, a New Client Self-Service Portal, a new embedded intelligent advanced imaging module, and a new A.I. partner integration. A premium ODG Integration option. Drag and Drop configurable rating design studio, and the rollout of a low code no code forms builder.

Service Methodology

PCIS proudly employs a hands-on approach to servicing its clients. Each PCIS client receives a dedicated CSR as well as an account representative and project sponsor. CSRs are in direct contact with a representative of client at all times. These team members work in concert with Test Track Pro issue tracking software available 24/7.

Implementation Methodology

PCIS employs an Agile Methodology. It's iterative, leveraging sprints to constantly test and improve in increments rather than waiting for all development to occur. 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.

USER SURVEY PRODUCT SCORES

Claims Admin 8.2	**Claims Mgmt.** 7.9
EH&S	**Exposures**
GRC	**Healthcare**
Incident Mgmt. 8.2	**Policy/ Program**
Reporting 6.9	**Analytics** 6.2
Risk Pool Admin	**Renewal**
System Attributes 8.0	**Systemwide Capabilities** 7.1

CUSTOMER EXPERIENCE

Support Availability
Standard hrs 8am-8pm EST Mon-Fri; enhanced support coverage is available.

Support Offered
Community Forums
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
Quarterly

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every 7 Weeks

Implementation Timeframe
6 Months

Product License
ClaimsVISION is deployed in a SaaS model.

Average Annual Fee
$ 75,000

Customers
< 100

Users
5,000 - 9,999

Deployment
On-Premise
Public Cloud/SaaS

Security Certifications
GDPR, HIPAA, NIST, Safe Harbor, SOC 1, SOC 2, ISO 27001

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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pcis
NEW AGE TECH, OLD SCHOOL SERVICE
ClaimsVISION
the intersection of A.I. & Insurance Knowledge
Claims Admin
ERM
RMIS
Safety Management
Underwriting & Policy Admin
Data Analysis
Compliance
Litigation

RECORDABLES, INC.

www.recordables.com
Ownership Privately Held
Founded 1992
Contact Paul Kofman | paul@recordables.com | (312) 961-7894

Leadership
Paul Kofman: President
Clyde Kofman: Advisory Board
Rory McCrave: Software Engineer
Rickey Kendall: Risk and Safety Advisor

Headquarters & Locations
Sarasota, Florida

COMPANY INFO

Employees
1-25

Annual Revenue
< $10mm

Top Industries
Government
Lodging
Manufacturing
Retail
Utilities

Product Offerings
Benchmarking
Certificate of Insurance Management
Claims Administration
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
Risk Pool Administration
TCOR/Allocations

Geographies Served
United States

Company Overview

Proven track record providing cloud-based software for Risk and Claims Management since 1992 under same ownership. Combines workers' comp, safety, occupational health, certificate tracking and disability management for endless integration possibilities. Role-based security and incident intake portal allows for reporting of an incident at the point of the accident using a mobile phone or tablet. Highly configurable, reduces manual entry and reduces costs by up to 50%. Our unique approach of drill down dashboards, reporting analytics and ad hoc report writer are ideal for small to medium size organizations.

Product Information

Cloud-based software for Risk and Claims Management. TrackComp: Workers' Comp, including incidents, near misses, Safety and Occupational Health, TrackAbility: Liability software including Auto, GL, Property.
Incident Intake Portal and TrackAlytics (drill down dashboards) are used for reporting at time of the accident. Reduces manual entry and costs by up to 50%.
CertAdvisor: Uses machine learning and AI as it organizes certificate data into proper categories including workflow. TrackLeave: Disability software. Combine any programs for endless integration possibilities. Some notable options include: *Recording of workers' comp injuries with non work related injuries *Recording of return to work for both work related and non work related injuries *Claim linking between liability claim and workers' comp claims etc., *Ability to use customer's accident investigation form *Check writing modules *Role based security *Automation of OSHA 300, 300A log and 301 form *Email notifications and diary alerts *Highly configurable *Easy to use and intuitive user interfaces *Disaster Recovery -- Ability to replicate data in different geographical locations with data feeds back to organization.

Technology Overview

Recordables delivers software solutions with an emphasis on ease of use, scalability and network security. Recordables uses proven technologies which are continually updated and are hosted on secure, enterprise grade cloud systems. Recordables follows best practices for programming and the infrastructure meets and/or exceeds System of Control II and type III compliance as well as ISO 27001 standards. Recordables has earned HIPAA certification. Data is encrypted in transit and at rest.

Recordables

CUSTOMER EXPERIENCE

Support Availability
Support hours 7 AM to 7 PM Eastern. Additional support hours available.

Support Offered
Community Forums
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Live Chat
Manuals
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 90 Days

Implementation Timeframe
2 Months

Product License
Subscription based following SaaS (Software as a Service) model

Average Annual Fee
$ 25,000

Customers
100-499

Users
1,000 - 4,999

Deployment
Public Cloud/SaaS
Vendor Hosted
Private Cloud

Security Certifications
GDPR, HIPAA, NIST, Safe Harbor, SOC 3, SOC 1, SOC 2, CSA STAR, ISO 27001

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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RISKONNECT, INC

www.riskonnect.com

Ownership Private Equity Backed
Founded 2007
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Leadership
CEO: Jim Wetekamp
Product Mgt: Kathryn Carlson
Customer Success: John Shaw
Professional Services: Alan Friedman

Headquarters & Locations
Atlanta, GA

COMPANY INFO

Employees
> 1,000

Annual Revenue
> $150mm

Top Industries
Finance & Insurance
Healthcare
Manufacturing
Retail
Transportation

Product Offerings
Benchmarking
Certificate of Insurance Management
Claims Administration
Claims Management
Cyber Security Assessments
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

Geographies Served
United States
Africa
Asia Pacific
Canada
Central America
Europe
Middle East
Oceania
South America
U.K.

USER SURVEY RESULTS

Customer Experience
8.3

Implementation Experience
7.8

System Value
8.4

System Satisfaction
8.6

Ease of Adoption
8.4

Understands our Needs
8.7

Effectively Used
7.7

Company Overview

Riskonnect is the leading integrated risk and compliance solution provider. With the acquisition, Riskonnect is the largest RMIS provider globally with over 2,400 employees and 2,000+ clients across 6 continents. Our technology empowers organizations with the ability to anticipate, manage, and respond in real-time to strategic and operational risks across the extended enterprise. RMIS is part of Riskonnect's Integrated Risk Management solution that integrates and correlates both insurable and non-insurable data to deliver a comprehensive end-to-end-view of risk across the organization.

Product Information

The Riskonnect RMIS solution helps enable insured enterprises to improve the efficiency and effectiveness of their risk management programs through automating the intake, aggregation, management, and analysis of their entire exposure portfolio. The ultimate goal is to help organizations reduce their overall TCOR focused on their insurable risks with an eye towards their non-insurable risk as well. The ClearSight solution enables claims management teams to improve the efficiency and effectiveness of their self-administration for their claims handling programs through streamlining and automating the intake, aggregation and management of the claim process all the way through settlement, payment and case management. The integrated RMIS platform is complemented with a suite of governance, risk and compliance products and Business Continuity and Resilience solutions for a complete end-to-end view of risk.

Technology Overview

The Riskonnect and ClearSight platforms are part of Riskonnect's overall product suite built on the Salesforce platform and .NET framework respectively. They are designed to accelerate time to value for customers with a common user experience and blended ecosystem of new and available capabilities.

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What's New

Riskonnect had over 40 releases managed across all product lines in 2023 consisting over hundreds of brand new capabilities, products and enhancements within our Integrated Risk Management suite. These new capabilities have been spread across key product lines of RMIS, Claims Administration, EHS, GRC, ESG, Resilience and Project Risk to continue supporting the market leading capabilities provided to help customers management of risk across the entire enterprise.

What's Coming

2024 will continue enhancements added via a roadmap that is defined with key initiatives based off customers ideas and requests, market conditions and overall product improvements to maximize the product's value to our current and prospective customers. That 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

During implementation, the delivery team works with the customer to configure the application to meet their needs. Using best practices 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. The Account Executive partners with the customer to drive long term value. The Global Customer Care team provides high availability multi-channel support.

Implementation Methodology

Riskonnect GoLive! offers three implementation options. 1. Essentials applies our collective experience from hundreds of customers to go-live faster. 2. Pro applies our collective experience from hundreds of customers while tailoring the core platform to customer needs. 3. Tailored configure a solution specifically around the customer's own risk management needs. We apply our established methodology to align business requirements and use-case sessions with the Riskonnect platform.

riskonnect.

USER SURVEY PRODUCT SCORES

Claims Admin	**Claims Mgmt.**
8.7	9.1
EH&S	**Exposures**
7.8	8.4
GRC	**Healthcare**
8.2	8.0
Incident Mgmt.	**Policy/ Program**
9.0	8.4
Reporting	**Analytics**
8.6	7.1
Risk Pool Admin	**Renewal**
	8.7
System Attributes	**Systemwide Capabilities**
8.8	8.0

CUSTOMER EXPERIENCE

Support Availability
24/7 general availability; 7am to 7pm emergency after hours.

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Live Chat
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 4 Months

Implementation Timeframe
6 Months

Product License
Annual subscription and support

Average Annual Fee
$ 50,000

Customers
1,000 - 2,000

Users
10,000 - 19,999

Deployment
Public Cloud/SaaS

Security Certifications
HIPAA
ISO 27001
SOC 1
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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riskonnect.

Risks don't have boundaries. Why should you?

Riskonnect puts all risk under one roof, so you always know exactly what you're facing.

RISKONNECT SOLUTIONS

- Insurable Risk
  - Risk Management Information System
  - Claims Administration
  - Policy & Billing
  - Health & Safety
- Governance, Risk & Compliance
- Business Continuity & Resilience
- Project Risk Management

Riskonnect.com

SPEAR TECHNOLOGIES

(FORMERLY CHSI/INSURIUM)

spear-tech.com

Ownership Private Equity Backed
Founded 2009
Contact John Carolan | jcarolan@spear-tech.com | (415) 766-0789

Leadership
Jeremy Williams, President and CEO
Matt Warta, Exec Director (PE)
Jose Tribuzio, CTO
Gary Stone, CFO
John Carolan, SVP Sales

Headquarters & Locations
Denver, CO (Headquarters)
San Ramon, CA
Sarasota, FL
Henderson, NV

COMPANY INFO

Employees
25-49

Annual Revenue
< $10mm

Top Industries
Insurance
Healthcare

Product Offerings
Benchmarking
Certificate of Insurance Management
Claims Administration
Claims Management
Data Analytics/Predictive Modeling
Litigation Management
OSHA Compliance
Policy/Program Management
Risk Pool Administration
Underwriting

Geographies Served
United States

Company Overview

For more than 15 years, Spear Technologies (“Spear”) has developed and delivered innovative, cloud-native software solutions that empower insurance organizations to efficiently manage critical operations. Our suite of products includes cloud-based systems for claims management, policy administration, billing, portals, analytics, artificial intelligence and more. We cater to a wide variety of clients, from risk management firms and third-party administrators to carriers and self-insured groups. Our team comprises seasoned insurance professionals, passionate technologists, and practiced enterprise solution experts.

Product Information

Spear's innovative solutions leverage Microsoft's Power Platform, a comprehensive low-code/no-code platform, to rapidly develop and deploy solutions unmatched in speed, scalability, and flexibility. The cornerstone of our offerings is SpearSuite™ - an all-in-one multi-line core solution for insurance organizations spanning claims management, underwriting, policy administration, commissions, billing, audits, client portals, artificial intelligence, analytics, and more. Our solutions are available as a suite, or standalone, and we also offer fully-managed or customer-managed options for the ultimate in control.

The first product to carry the Spear namesake, SpearClaims™ is an intuitive claim management platform that streamlines and modernizes the entire claim process. By leveraging powerful automation and customization, it delivers an exceptional user experience. Key capabilities include: First Notice of Loss (FNOL), comprehensive Claim processing and tracking, flexible payment methods, reserve management, agent & insured access, litigation tracking, and incredible opportunities for beautiful dashboards and deep analytics and reporting.

Technology Overview

SpearSuite™ is built on the Microsoft’s Power Platform, a modern low-code development platform unlike every other. The platform is the future of enterprise software, and Spear's solutions deliver unmatched value, flexibility, and scalability on the platform. With Microsoft’s multi-billion dollar investment in the platform, combined with Spear’s commitment to insurance innovation, our customers can trust their systems will stay cutting-edge and ready for whatever the future introduces.

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What's New

In 2023, Spear released a new Case Management module, the introduction of SpearAI™ (artificial intelligence), a new integration partnership with Perr and Knight for compliance, a new integration with EBIX, and the preview release of SpearPolicy™ multi-line policy administration solution.

What's Coming

In 2024, the SpearSuite™ will see expanded availability of SpearAI™ in every part of the solution, the public release of SpearPolicy™ multi-line policy administration solution, the expansion of capabilities in SpearClaims™ to further streamline efficiencies, integration with Mitchell Auto-triggers for CMS EDI, and many other integrations for out-of-the-box streamlined deployments.

Service Methodology

At Spear, we value the partnership and treat each customer as such. We retain a highly skilled staff of professionals who know and understand insurance with an acute acumen for technology. There are multiple levels of our typical services, including (a) onboarding, (b) on-going help desk support, and (c) specialized technical services through consultancy. Each account is assigned both an executive and support contact, and we provide regular cadence of checkpoints.

Implementation Methodology

Our dedicated team of implementation specialists are insurance experts, project managers, and qualified technicians. A typical onboarding is a five-phase project including discovery, configuration, conversion, acceptance, and go-live, culminating with hyper-care before transitioning to mainstream support. The entire project is overseen by a project manager and staff resources are used in manner which minimizes customer expense while maintaining a tight project timeline.

CUSTOMER EXPERIENCE

Support Availability
Weekdays 8:00 AM to 7:00 PM ET (Standard Help Desk)

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Live Chat
Manuals
Video Tutorials
Webinars

User Conference
Every 18 months

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 30 Days

Implementation Timeframe
6 Months

Product License
Subscription-based license as suite or individual solutions and modules.

Average Annual Fee
$ 150,000

Customers
< 100

Users
1,000 - 4,999

Deployment
Public Cloud/SaaS

Security Certifications
HIPAA
SOC 1
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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SPEAR TECHNOLOGIES

Spear's Beyond Core

solutions incorporate AI & Intelligent Automation to achieve better results

COMPREHENSIVE SUITE OF END-TO-END CORE INSURANCE SOFTWARE SOLUTIONS

- **SpearClaims™**
- **SpearPolicy™**
- **SpearAnalytics™**
- **SpearBilling™**
- **SpearPortal™**

Discover how integrating AI-driven insights with advanced analytics into your core systems can lead to increased business, better management of risk, and lower cost of operations.

www.spear-tech.com

TERRA

http://terra.insure

Ownership Privately Held
Founded 2018
Contact James Benham | james@terra.insure | 979-777-1535

Leadership
James Benham, CEO
Sebastian Costa, COO
Diego Heinrich, Head of Product

Headquarters & Locations
College Station, Texas

COMPANY INFO

Employees
50-99

Annual Revenue
< $10mm

Top Industries
Government
Insurance
Construction & Engineering

Product Offerings
Benchmarking
Certificate of Insurance Management
Claims Administration
Claims Management
Policy/Program Management
Risk Pool Administration
Underwriting

Geographies Served
United States
Canada

Company Overview

Terra is an insurance software-as-a-service company borne out of its founding team's decades of experience in building insurance software solutions for insurance companies of all sizes. We were founded on the premise of delivering easy-to-use, reasonably priced, cloud-native, intelligent software to the insurance industry.

Product Information

Terra is a Cloud-Native, Risk Management Information System for Property and Casualty Insurance with a strong emphasis on Workers' Compensation. Terra's products include Claims Management, Policy Administration, Claims Benchmark, and an Ancillary Services Marketplace.

Terra has deep integration capabilities, a fully open API, seamless workflow automation, great integrations, amazing intelligence, and a fantastically easy-to-use UX and UI. Built for the cloud, Terra leverages all that Microsoft Azure has to offer, including central sign-on, APIs, cognitive services, and true scalability. Our Risk-Free Implementation and License guarantee means that Terra doesn't bill for the setup fee and first quarter of licensing fees until the system is live with all data and is accepted by the customer.

Technology Overview

Public Cloud Native Built on Microsoft Azure .Net Core.

Service Methodology

We deliver implementation and takeover/data services in house with our world class set of teammates.

CUSTOMER EXPERIENCE

Support Availability
M-F
8AM-5PM

Support Offered
Email
Embedded Help
Helpdesk
Knowledge base
Live Chat

User Conference
No

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every Month

Implementation Timeframe
4 Months

Product License
Per Claim (Claims) or by Gross Premium Written (Policy)

Average Annual Fee
$ 100,000

Customers
< 100

Users
< 1,000

Deployment
Public Cloud/SaaS

Security Certifications
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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TERRA™

Cloud-Native Risk Management Information System

Terra simplifies insurance operations for carriers, third-party administrators, managing general agents, medical service providers, self-insured groups and self-insured funds.

Book a Demo at
terra.insure/2024RMISreport

Terra offers the following products and integrations:

- Claims Management
- Claims Benchmark
- Policy Administration
- Compliance Management
- EDI, CMS, Med Bill Reviews, Pharmacy Benefits Management and Payment Vendors

VENTIV TECHNOLOGY, INC

(ACQUIRED BY RISKONNECT IN 2024)

ventivtech.com

Ownership Private Equity Backed
Founded 1977
Contact Andrea Brody, Chief Marketing Officer | andrea.brody@riskonnect.com | +1 770 790 4700

Leadership
CEO: Jim Wetekamp
SVP, Product: Kathryn Carlson
SVP, Professional Services: Alan Friedman
SVP, Customer Success: John Shaw

Headquarters & Locations
Atlanta, GA, USA; London, United Kingdom; Paris, France; Sydney, Australia; Bengaluru, India

COMPANY INFO

Employees
> 1,000

Annual Revenue
Not disclosed

Top Industries
Government
Insurance
Manufacturing
Retail
Utilities

Product Offerings
Benchmarking
Certificate of Insurance Management
Claims Administration
Claims Management
Data Analytics/Predictive Modeling
Environmental, Health & Safety
Exposure/Asset Management
Healthcare Risk Management
Litigation Management
Location/Property Management
OSHA Compliance
Policy/Program Management
Risk Pool Administration
TCOR/Allocations
Underwriting

Geographies Served
United States
Asia Pacific
Canada
Europe
U.K.

USER SURVEY RESULTS

Customer Experience
8.6

Implementation Experience
8.4

System Value
8.5

System Satisfaction
8.6

Ease of Adoption
7.9

Understands our Needs
8.7

Effectively Used
7.7

Company Overview

Riskonnect acquired Ventiv Technology in 2024 to become the global leader of risk and insurance technology, providing a complete end-to-end view of risk through an unparalleled suite of integrated risk management solutions. With an established team of industry experts, Ventiv delivers industry-leading advanced analytics and robust workflow automation to risk and insurance professionals, helping companies reduce their total cost of risk. Ventiv's SaaS and on-premise solutions are deployed by third party claims administrators (TPAs), brokers, insurers, risk pools, governments, insured and self-insured corporate entities across all industries.

Product Information

Ventiv IRM is our modern Risk Management Information System (RMIS); our Core Administrative suite includes Claims Enterprise, Claims Premier, Policy, and Billing solutions. Ventiv Predict is our suite of Advanced Analytic tools and is embedded across all product offerings.

Technology Overview

Ventiv Technology solutions are deployed and available as private, cloud-based, and on-premises solutions, providing flexibility for our customers. The solutions are architected on modern API-based technology with optimized UI, UX, and mobile-ready responsive design. Speed to market is the primary focal point of our technology-driven themes to enable customer outcomes with flexible integrations, decision analytic-infused workflow, digitalization, and low/no code design.

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What's New

Ventiv enhanced our suite of embedded analytics models for claim scoring and reserving, and expanded API capabilities for IRM and Core Administration (Policy, Claims, and Billing) products. Additional 2023 improvements included an enhanced consumer portal experience with new business submissions and self-service certificates of insurance, and expanded ad-hoc reporting and dashboarding in Billing. For RMIS, Ventiv enhanced the user interface, simplifying usability and workflow management. Additional key improvements include connectors with insurers to include renewal exchange data for underwriters, enhanced geospatial alerts and event impacts analysis, and the launch of benchmarking statistics for peer review and best practice enablement.

What's Coming

Ventiv's 2024 Core Administration focus is to reinvent the adjuster experience by creating an analytics-driven ecosystem and workflow, medical bill cost mitigation, new Claims UI/UX, Policy straight through processing, portal expansion to include Loss Control and insured surveys, and new UI/UX for Billing with KPI-driven workflow. 2024 RMIS enhancements will include straight through processing and enhanced external system interactivity (API tools), enhanced workflow with simplified document generation, extraction and incorporation from e-mail, and next generation RPA and OCR for enhanced, AI-driven workflow automation.

Service Methodology

Ventiv views each customer as a business partner and assigns a personal Customer Success Manager (CSM) to help realize the value in their investment and advance adoption within the organization. The CSM team brings a wealth of knowledge and deep industry experience to help each partner achieve tangible business outcomes through the use of Ventiv products. An Account VP is also assigned to each customer to ensure strategic, mutually productive partnerships throughout the life of the relationship.

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 partners to understand critical success factors, current processes and business goals and ensures transparency with all components of the implementation. Our approach includes a formalized project plan, status reports, detailed specifications and sign-off on all deliverables, measurable with KPIs to ensure we deliver to expectations.

ventiv is now riskonnect

USER SURVEY PRODUCT SCORES

Claims Admin 8.7	**Claims Mgmt.** 8.7
EH&S	**Exposures** 8.8
GRC 8.0	**Healthcare**
Incident Mgmt. 8.9	**Policy/ Program** 8.3
Reporting 8.0	**Analytics** 6.9
Risk Pool Admin 7.3	**Renewal** 8.5
System Attributes 8.7	**Systemwide Capabilities** 7.7

CUSTOMER EXPERIENCE

Support Availability
24/7 support with teams in North America, Europe, Asia, and Australia.

Support Offered
Community Forums
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
n/a

PRODUCT INFORMATION

Release Schedule
Every 8 Weeks

Implementation Timeframe
6 Months

Product License
Risk licenses based on job function; Admin licenses upon concurrent users.

Average Annual Fee
Not disclosed

Customers
100-499

Users
> 20,000

Deployment
On-Premise
Private Cloud
Public Cloud/SaaS
Vendor Hosted

Security Certifications
ISO 2700, SOC 1
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments

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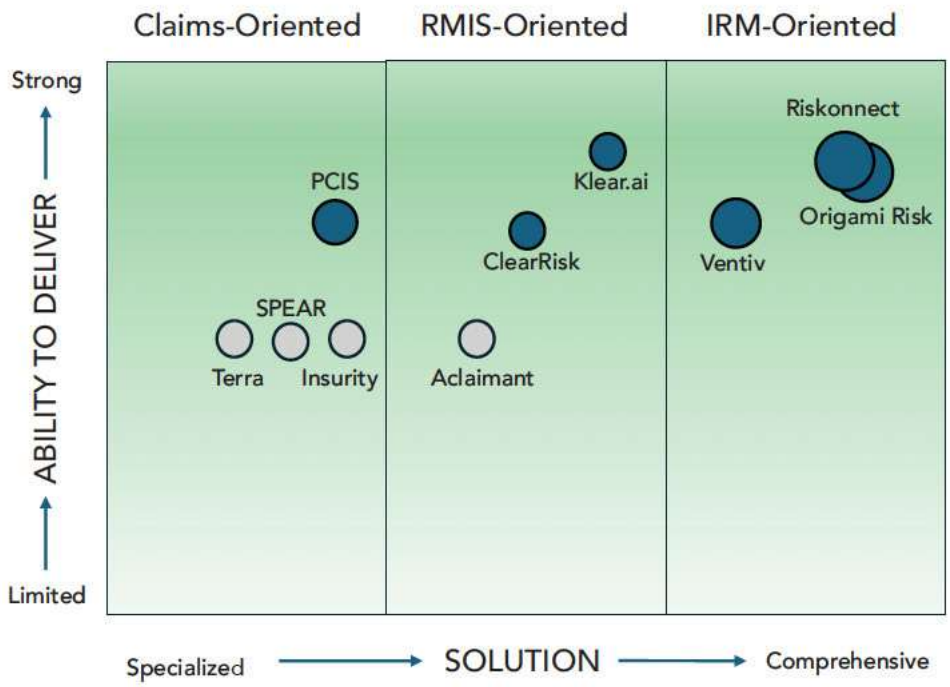
AT A GLANCE:
INDEPENDENT RMIS PROVIDERS

OVERALL RATINGS



LEGEND

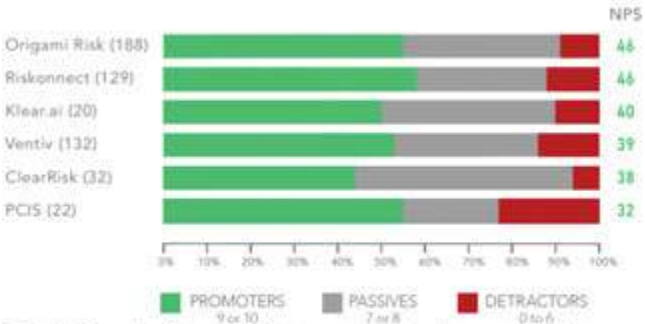
Solid circles represent vendors that had sufficient user survey results to determine the Ability to Deliver.

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 Vendor RFI scoring.

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)." Number of respondents shown in parentheses.

SYSTEM CAPABILITIES

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

To ensure the integrity and representativeness of the vendor user survey results we publish, we adhere to a stringent methodology that involves setting minimum thresholds and considering response rates. To ensure that the survey results are statistically representative, we establish minimum thresholds for the number of responses. A vendor's survey results are only considered for publication if these response thresholds are met, ensuring that the data reflects a sufficiently broad and diverse user base. The vendor response rate is also taken into consideration. A higher response rate generally indicates a more accurate and comprehensive depiction of the user population. To account for varying response rates, we apply weighting to the survey results where the number of responses is not considered representative of the user population.

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aclaimant®

★★★★★

It completely changed our incident reporting structure. We are now getting more complete incident reports. End of the year reporting with OSHA is now seamless and easy.

Michael W, Mid-Market Policyholder

★★★★★

From the time an incident occurs through closing the claim, a comprehensive workflow ensures tasks are completed by the proper employee in a timely fashion and documented for future reference. The resulting data is presented on an Analytics Dashboard empowering management to manage risk actively.

Brandie H, Mid-Market Policyholder

★★★★★

Aclaimant is the first tool in all my years in the insurance industry that allows clients to translate their risk information into actionable data....

Mike M, SMB Insurance Agency

★★★★★

Accurate reporting, tracking, and streamlining of proactive health & safety program implementation allowing our properties to prevent incidents before they happen. Streamlining these preventative measures help improve work conditions...

David H, Enterprise Policyholder

The Highest Rated RMIS, Claims Management, & Safety Workflow Platform

Learn more at www.aclaimant.com

Developing an AI strategy for your risk management program

By Patrick O'Neill
Founder and President, Redhand Advisors

Can AI be employed to help your team manage risk? It can — but only with the right approach. Harness these five steps to help develop your AI strategy for risk management.

In today's rapidly evolving business landscape, organizations are faced with increasingly complex risks that can have a profound impact on their operations and bottom line. To effectively navigate these risks, companies are adding artificial intelligence (AI) to their risk management arsenal.

AI has the potential to revolutionize risk management by enabling companies to identify, assess, and mitigate risks in real-time, with unprecedented accuracy and efficiency. Here are five key steps to developing an AI strategy for risk management.

1 Identify use cases and benefits

Take inventory of the potential areas where AI could help you. Consider both your current goals and the capabilities that you know AI has. Try to find as many synergies between the two as possible.

Remember, you can't attack everything at once, so set short-, medium-, and long-term goals. Start with some quick wins and don't be afraid to experiment while doing so.

Try pulling data out of your risk management information system (RMIS) and plug it into a few AI models to see if it can pinpoint trends in your data. Can it help to identify risk or claims outliers that are otherwise hard to find, or can it identify those outliers at a faster rate than you could previously do with just your RMIS or workforce?

2 Determine data and technology requirements

A significant hurdle to successfully implementing AI for many organizations is bad data. So, before you engage AI, make sure your data is accurate and complete. Then you can collect and analyze your clean data using AI to create a better understanding and picture of your true business risk.

Consider the tools your organization has available, from your RMIS to external analytics tools and other in-house resources. You may even decide to take a hybrid approach. For example, plug your RMIS data into external analytic tools. Then bring all that data and its analysis back to the RMIS. With AI, you can pull benchmarking data from across the industry and then cross-reference that with your organization's current data to determine where a spike in claims is likely to occur.

3 Identify the necessary resources and determine governance

Building the right team and establishing the appropriate governance structure are essential for the successful implementation of an AI risk management strategy. This includes selecting the right stakeholders from

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your organization, establishing a go-forward strategy for AI, and determining the high priority use cases, as discussed above.

Today, budgets for this type of implementation are shifting to the cloud — not supporting internal resources. Often, organizations now engage outside IT vendors to support internal staff during AI integration as well. Strategic partnerships with academic institutions can also provide this specialized expertise. Having the right structure and foundation in place is critical to success.

4 Create a flexible roadmap

When it comes to risk management and harnessing the power of AI, companies must create a practical, incremental roadmap for implementation that allows them to build on previous successes.

Articulating a clear vision and a corresponding set of business objectives on how your organization will leverage AI is a first step. Do the following to help achieve that vision:

- *Assess how AI can support what you already have in place*
- *Define where AI fits into your organization*
- *Ask yourself where can AI be used*

This type of roadmap will help lay out priorities for the immediate, medium- and long-term. Immediate goals should provide your organization guidance on what is possible and reveal the quality of your data; longer-term goals should focus on more complex AI projects with long-term benefits. Along the way, be prepared for the unexpected as things can and will change.

AI tools can always be configured to monitor your policies and data, but its secret sauce is the software's ability to access raw data and find outliers that can impact your organization's risk. By leveraging feedback loops and incorporating new data and insights, companies can enhance the effectiveness of their AI-powered risk management initiatives and stay ahead of evolving risks. Incorporating AI technologies such as machine learning, natural language processing and predictive analytics can help organizations gain valuable insights from their data, enabling informed decisions and proactive mitigation of risks before they escalate.

...Embracing the future of risk management with AI is no longer an option; it is a necessity.

5 Deploy AI responsibly

Remember, an AI strategy for risk management is not a one-time implementation; it is an ongoing journey of learning and improvement. Organizations must continuously monitor and evaluate the performance of their AI models, identify areas for improvement, and refine their strategies accordingly.

While AI offers immense benefits for risk management, it's important to consider the risks as well. Organizations must implement robust security measures to protect sensitive data and ensure compliance with regulatory requirements. Educating employees on responsible use will help maintain trust and credibility in risk management practices.

Embrace the future of risk management with AI

As organizations continue to face increasingly complex and dynamic risks, embracing the future of risk management with AI is no longer an option; it is a necessity. By developing a comprehensive AI strategy and leveraging advanced technologies, companies can transform their risk management practices, enhance decision-making capabilities, and gain a competitive edge in today's volatile business landscape. Embrace the power of AI and unlock the full potential of risk management in the digital age.

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klear.ai
GIVE YOUR PROGRAM
Award Winning
AI SuperPOWERS!

Redhand advisors

RiskTech Solutions

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Beyond RMIS: Exploring the New Frontier of RiskTech Solutions

The insurance industry, traditionally slow to adopt technology, has seen a pivotal shift in recent years. Historically, Risk Management Information Systems (RMIS) were the primary technological solutions available for managing risk. However, as the complexity of risks and the technologies available to manage them have evolved, the scope of solutions has broadened significantly.

In 2021, we expanded our annual RMIS Report to encompass a broader category known as RiskTech. This decision was prompted by the recognition of emerging technologies that, although not pure RMIS solutions, offer innovative ways to manage and mitigate risks. RiskTech, a subset of InsurTech, includes technologies that assist organizations in understanding and managing risk. This sector is fueled by new technological advancements, increasingly complex risk scenarios, and substantial investment capital.

While RMIS is technically a part of RiskTech, due to the maturity and defined RMIS market, we have chosen to categorize these RiskTech solutions separately. RiskTech solutions are generally more specialized, targeting specific problems that were either nonexistent or unsolvable with older technology. This specialization is at the heart of what drives innovation in RiskTech, applying leading-edge technology to areas of risk previously not supported by technology.

The objective of the RMIS Report has always been to identify and highlight technologies that assist risk professionals in managing risks more effectively and making informed, data-driven decisions. By integrating established RMIS with innovative RiskTech offerings, we aim to equip risk management professionals with the tools necessary to adapt to the dynamic landscape of risk management.

The evolution from RMIS to RiskTech marks a significant development in the industry's approach to risk management

Since incorporating RiskTech into the report four years ago, we have doubled the number of solutions profiled. We are thrilled to see the addition of Archipelago, Claimatic, ClaimDeck, SwissRe, TrustLayer, and Roots Automation in our latest edition. Each of these companies brings unique and innovative solutions to the risk and claims management sectors, enhancing our comprehensive coverage of the risk technology ecosystem.

This expanded approach not only reflects the growing complexity and variety of risks but also the insurance industry's acknowledgment of the need for more sophisticated and diverse technological solutions. As we continue to update and refine our report, we remain committed to showcasing the best tools available, thereby supporting risk professionals in their crucial decision-making processes. The evolution from RMIS to RiskTech marks a significant development in the industry's approach to risk management, signaling a future where technology is increasingly integral to managing organizational risk.

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ARCHIPELAGO

https://www.onarchipelago.com/

Ownership Private Equity Backed
Founded 2018
Contact Joseph O'Neill | joseph.oneill@onarchipelago.com | 717-679-4698

Leadership
Alex Lyashok, CEO
Hemant Shah, Co-Founder and Chairman
David Thompson, CTO

Headquarters & Locations
San Francisco, CA, USA
New York, NY, USA
Enschede, The Netherlands

COMPANY INFO

Employees
50-99

Annual Revenue
$10mm - $49mm

Top Industries
Finance & Insurance
Healthcare
Manufacturing
Real Estate
Retail

Product Offerings
Data Analytics/Predictive Modeling
Exposure/Asset Management
Location/Property Management

Geographies Served
United States
Canada
U.K.

Company Overview

Archipelago is a data network for insurance brokers and their property customers who seek to do business based on more accurate information. Archipelago connects brokers, owners, insurers and service providers, and unlike current spreadsheet-based processes, Archipelago keeps data accurate and workflows seamless.

Product Information

PreCheck: PreCheck ingest is designed to benefit property insurance brokers and their clients by ingesting current SOVs and, in less than 24 hours, provides intuitive recommendations and priorities on how to best fix the data to drive optimal outcomes. By utilizing PreCheck, brokers and clients can enhance the data quality of their SOVs, significantly improving discussions with carriers in renewals.

SOV Manager: SOV Manager helps property brokers and their clients increase efficiency and collaboration in preparing the SOV data to achieve optimal renewal outcomes.

Whether a client has recently acquired new properties, deployed significant capital expenditures for improvements, or is are preparing for an upcoming property renewal, SOV Manager can support property risk data quality needs.

Technology Overview

Archipelago is a SaaS solution that operates as a data network for insurance brokers and their property customers who seek to do business based on more accurate information.

Service Methodology

Archipelago employs a customer success model with dedicated customer success representatives on each Archipelago account in order to best support customer's goals and needs. Likewise, we provide significant available resources to enable our customers to self-service as needed.

CUSTOMER EXPERIENCE

Support Availability
M-F 9am-6pm PT, 24/7 support ticket escalation available

Support Offered
Dedicated Account Rep
Email
Embedded Help
Knowledge base
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every 2 Weeks

Implementation Timeframe
3 Days

Product License
User-based licensing model, paid by the broker or client (RM)

Average Annual Fee
$ 50,000

Customers
500-1,000

Users
5,000 - 9,999

Deployment
Public Cloud/SaaS

Security Certifications
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

archipelago

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BIG TICKET INC.

www.bigticketplatform.com
Ownership Private Equity Backed
Founded 2020
Contact Ken Fraser | ken@bigticketplatform.com | 404-312-5070

Leadership
Robert Bartlett: Co-Founder and CEO
Ken Fraser: Co-Founder and President
Tim Bird: Co-Founder: Product and Operations

Headquarters & Locations
Headquarters: Atlanta, Georgia, USA
Primary Locations: Atlanta, GA, USA, London, UK

COMPANY INFO

Employees
1-25

Annual Revenue
< $10mm

Top Industries
Finance & Insurance
Healthcare
Manufacturing
Real Estate
Retail

Product Offerings
Benchmarking
Data Analytics/Predictive Modeling
Exposure/Asset Management
Governance, Risk & Compliance
Location/Property Management

Geographies Served
U.K.
United States
Europe

Company Overview

Big Ticket (BTP) has developed with global finance & insurance leaders including founding partner Mastercard. We are industry level infrastructure, using open banking principles to connect Risk Managers (RMs) with their insurance partners and the global industry. RMs can manage and share their exposure data on a neutral platform with bank-grade security and full audit trail. The cost, including data on boarding, is free to RMs and is paid for by the industry. The insurance industry funds BTP because it saves $25BN in recurring direct costs and unlocks digital innovation. Big Ticket partners with all the leading RMIS platforms.

Product Information

Big Ticket revolutionizes the renewal process by digitizing property exposure data directly from insurers to the client - significantly reducing renewal time, improving client and broker experience and process, while maintaining data integrity. Our platform eliminates spreadsheets for the data gathering process, offering a secure, intuitive, collaborative environment. Key Features:
• Free for Insureds: the Industry covers data upload costs enabling seamless integration with RMIS and corporate systems • Data sourcing: BTP sources all exposure data from insurers at no cost to the insured. • Data permissioning: Clients dictate data access to their brokers and their brokers to the insurers • Data updates: BTP offers indexing, access to property valuations and physical surveys • Secure Transmission: Bank-grade protection ensures globally secure data with a detailed audit trail • Innovation Hub: Access hyper-personalized risk insights and services from a global ecosystem, including traditional providers and InsureTechs.

Technology Overview

Cloud Hosted. SaaS Platform. Multi-tenant. B2B. Secured and permissions based access w/ Fine Grained Authorization. SSO, 2FA, MFA. Workflow automation. Timestamped version control data. Data mapping to mulitple schemas FX integration

Service Methodology

Our product is SaaS based, with contractual Service Level Agreements. We offer accessible portals for both our product and IT support services. User satisfaction is our top priority. Our platform delivers pre-populated exposure data directly to clients without cost or effort on their part, supported by an intuitive help center and search function to walk users through every step of the process. Additionally, there is a client service help desk during extended business hours.

CUSTOMER EXPERIENCE

Support Availability
Main support hours are Monday to Friday 8AM to 7PM ET

Support Offered
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
No

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every Month

Implementation Timeframe
1 day

Product License
Contract-based purchase order: Insurers, Brokers and Third-Party Providers

Average Annual Fee
$ 0

Customers
Not Disclosed

Users
1,000 - 4,999

Deployment
Public Cloud/SaaS

Security Certifications
Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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CLAIMATIC

www.claimatic.com
Ownership Privately Held
Founded 2016
Contact Liz Simmons| liz@claimatic.com | 512.635.9689

Leadership
Larry Cochran, CEO
Michael Cronin, VP Software Engineering
Liz Simmons, VP Customer Success & Operations

Headquarters & Locations
San Antonio, TX

COMPANY INFO

Employees
1-25

Annual Revenue

Top Industries
Insurance

Product Offerings
Claims Management
Claims Administration

Geographies Served
United States

Company Overview

Claimatic's claims segmentation, triage, and assignment solution enables insurers to quickly & easily plan, test, and execute changes without coding or complex configuration, empowering the business to optimize productivity across blended workforces. Claimatic is a cloud native system that is agnostic to both line of business and claims system.

Product Information

Claimatic's claims segmentation, triage, and assignment solution enables insurers to quickly and easily plan, test, and execute changes without coding or complex configuration, empowering the business to optimize productivity across blended workforces. Claimatic is a cloud native system that is agnostic to both line of business and claims system.

Technology Overview

Claimatic is a cloud native technology that leverages both synchronous and asynchronous APIs in XML format to receive FNOL data, return assigned resource data, and simplify system administration, e.g., user updates, bulk re-assignments, PTO calendars (native or API), license management, etc.

Service Methodology

Claimatic follows ITIL best practices.
Hands on training and solutioning is included for all customers.

CUSTOMER EXPERIENCE

Support Availability
Emergency: 24x7x365
Non-emergency: M-F 8 AM - 5 PM CST

Support Offered
Email
Dedicated Account Rep
Helpdesk
Manuals

User Conference
No

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every 7 Days

Implementation Timeframe
12 Weeks

Product License
Utility: based on the number of claims transacted

Average Annual Fee
Not disclosed

Customers
Not disclosed

Users
Not disclosed

Deployment
Public Cloud/SaaS

Security Certifications
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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CLAIMDECK

www.claim-deck.com
Ownership Privately Held
Founded 2020
Contact Silvia Diaz-Roa | silvia@claim-deck.com | 469.718.5611

Leadership
Dwayne Hermes, Co-Founder
Silvia Diaz-Roa, Co-Founder
Rebecca Side, Head of Sales
Ann Lambert, Head of Customer Success

Headquarters & Locations
Dallas, TX

COMPANY INFO

Employees
Not Disclosed

Annual Revenue
Not disclosed

Top Industries
Insurance

Geographies Served
United States
U.K.
Canada

Company Overview

ClaimDeck's approach is modernizing the litigated claims process by enabling more efficient and transparent communication between the attorney and claims professional, allowing for real-time, self-help access to information, as well as providing compliance monitoring and auditing capabilities. ClaimDeck's secure, user-friendly platform tackles the inefficiencies in the claims litigation processes by bringing transparency, control, uniformity, and data analytics, thereby enabling continuous process improvement to reduce indemnity, legal spend, and claim life.

Product Information

ClaimDeck's approach is modernizing the litigated claims process by enabling more efficient and transparent communication between the attorney and claims professional, allowing for real-time, self-help access to information, as well as providing compliance monitoring and auditing capabilities. ClaimDeck's secure, user-friendly platform tackles the inefficiencies in the claims litigation processes by bringing transparency, control, uniformity, and data analytics, thereby enabling continuous process improvement to reduce indemnity, legal spend, and claim life.

Technology Overview

ClaimDeck is a SaaS platform accessible via any web browser, hosted on AWS for robust scalability and reliability. We prioritize security, evidenced by our SOC 2 certification, ensuring data protection and compliance. Our platform integrates seamlessly with existing systems, offering a suite of tools for efficient claims litigation management, including real-time access, compliance monitoring, and advanced analytics for continuous process improvement.

Service Methodology

ClaimDeck streamlines the litigated claims process by improving communication and transparency between attorneys and claims professionals. Our platform offers real-time access, compliance monitoring, and data analytics, addressing inefficiencies to enhance control and uniformity. This leads to reduced legal costs and claim duration, revolutionizing claims management through technological innovation.

CUSTOMER EXPERIENCE

Support Availability
8am - 7pm CST Monday - Friday

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
No

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every 2 Weeks

Implementation Timeframe
90 Days

Product License
Flat fee per litigated claim for the life of the claim

Average Annual Fee
$ 575

Customers
< 100

Users
< 1,000

Deployment
Public Cloud/SaaS

Security Certifications
GDPR, HIPAA, SOC 1, SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Quarterly

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CLARA ANALYTICS

claraanalytics.com

Ownership Privately Held
Founded 2017
Contact Tyler Jones, Chief Marketing Officer | tyler.j@claraanalytics.com | +1 818-481-2555

Leadership
Heather Wilson, CEO
Rick Rosenthal, CFO
Tyler Jones, CMO
Mubbin Rabbani, CPO

Headquarters & Locations
Sunnyvale, California, USA

COMPANY INFO

Employees
50-99

Annual Revenue
$10mm - $49mm

Top Industries
Finance
Insurance
Manufacturing
Retail
Transportation

Product Offerings

Geographies Served
United States
Oceania

Company Overview

CLARA Analytics offers an AI platform, CLARAty.ai, for improving casualty claims outcomes. CLARAty.ai provides risk managers and claims adjusters augmented intelligence and decision support to prevent claims from escalating. The platform applies the latest in predictive and generative AI on claims data, medical records and legal documents.
CLARAty.ai's predictive insights highlight opportunities for risk managers to improve TPA or self-administered claim outcomes. CLARA customers typically to save 2-5% of indemnity expenses. CLARA's elegant SaaS solution can natively integrate into leading RMIS systems for an elegant user experience.

Product Information

CLARAty.ai is a casualty claim intelligence platform for the modern risk manager. CLARAty.ai includes the following modules:
CLARA Triage: Focus on the claims that matter to close claims faster and lower losses. Artificial intelligence (AI) daily insights highlight opportunities to expedite simple claims, improve reserve levels, optimize TPA collaboration and benchmark your performance.
CLARA Litigation - Optimize your legal defense strategies with AI insights to detect litigation risk, manage attorney performance, and resolve claims effectively.
CLARA Treatment - Get better care for your injured workers while lowering medical expenses. Treatment's AI insights optimize your provider network, direct patients to the best medical providers, and accelerates return to work.
CLARA Optics - Use AI to review and summarize medical records and legal demand in seconds. Optics scans and analyzes claims-based medical records and legal documents for instant collation, historical summarization and alerts in a 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.

Technology Overview

CLARA's products leverage secure generative AI, machine learning, and predictive technologies 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 Availability
7 AM to 7 PM PST, Monday through Friday with a 24/7 emergency line

Support Offered
Email
Dedicated Account Rep
Webinars

User Conference
No

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 21 Days

Implementation Timeframe
60 Days

Product License
Annual Annual SaaS subscription

Average Annual Fee
$ 200,000

Customers
< 100

Users
Not Disclosed

Deployment
Public Cloud/SaaS

Security Certifications
HIPAA, SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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EIGENRISK INC.

www.eigenrisk.com
Ownership Privately Held
Founded 2014
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Leadership
Deepak Badoni, Ph. D - Co-Founder, President
Eduardo Hernandez - Co-Founder, VP Sales
Andrew Hosman - VP, Customer Success

Headquarters & Locations
Ann Arbor, Michigan, US
Bangalore, Karnataka, India

COMPANY INFO

Employees
50-99

Annual Revenue
< $10mm

Top Industries
Finance
Government
Insurance
Manufacturing
Real Estate

Product Offerings
Data Analytics/Predictive Modeling
Exposure/Asset Management
Governance, Risk & Compliance
Policy/Program Management
Underwriting

Geographies Served
United States
South America
Canada
Asia Pacific
Europe
U.K.

Company Overview

EigenRisk (pronounced "eye-ghen-risk") was founded in 2014 with the mission to help Re/Insurers, MGAs, Brokers and Risk Professionals to more proactively manage their Catastrophe and Climate Risk. Our platform, EigenPrism® provides easy one-stop access to real-time data, powerful visualizations, actionable analytics and sophisticated modeling. Our clients gets answers faster, and make smarter decisions to drive higher growth, retention and efficiency by integrating catastrophe risk analytics into their key business processes – exposure management, underwriting, event response and customer engagement.

Product Information

Our platform, EigenPrism® provides one-stop access to real-time data, powerful visualizations, actionable analytics and sophisticated modeling from 30+ sources in a single environment. Our clients are able to better plan, monitor and respond to events unfolding anywhere in the world, including natural disasters, climate change impacts and geopolitical events.

Key business processes that we help with include Exposure Data Management, Risk Planning and Transfer, Event monitoring and response, and ESG Climate change.

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.

Service Methodology

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

CUSTOMER EXPERIENCE

Support Availability
Live support 24x5, with restricted hours on weekends and holidays.

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
No

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every Week

Implementation Timeframe
1 Week

Product License
Our SaaS product is provided on a subscription basis.

Average Annual Fee
$ 75,000

Customers
500-1,000

Users
1,000 - 4,999

Deployment
Public Cloud/SaaS

Security Certifications
ISO 27001

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

EigenRisk®

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GRADIENT AI

gradientai.com

Ownership Private Equity Backed
Founded 2012
Contact Stan Smith, CEO and Founder | stan.smith@gradientai.com | 888-958-5846

Leadership
Stan Smith, Founder and CEO
Jeff Snider, GM
Heeren Pathak, CTO
Anthony Tuffile, CRO

Headquarters & Locations
Boston, MA

COMPANY INFO

Employees
100-249

Annual Revenue
$10mm - $49mm

Top Industries
Finance
Healthcare
Insurance

Product Offerings
Benchmarking
Claims Management
Data Analytics/Predictive Modeling
Underwriting

Geographies Served
United States

Company Overview

Gradient AI is a leading provider of proven artificial intelligence solutions for the insurance industry. Companies using its solutions improve loss ratios, reduce quote turnaround times, claim duration, and claim costs. Leveraging a data lake of millions of policy and claim records, machine learning, large language models, and NLP, Gradient AI's solutions drive better outcomes for underwriters and claim managers. Customers include some of the most recognized carriers, MGAs, TPAs, risk pools, PEOs and large self-insureds across major lines of insurance. By using Gradient's solutions, insurers of all types achieve a better return on risk.

Product Information

I. Group Health Underwriting Solutions
1. SAIL 2. Renewal Analytics Solution 3. Group Health Underwriting Management and Submission Portal 4. PHQ Underwriting

II. P and C Underwriting Solutions
A. Workers' Comp Underwriting Solutions
1. Underwriting Risk Ranking 2. Underwriting Loss Projection 3. Payroll Class Codes
B. Business Owners' Policy Underwriting Solutions
1. Underwriting Risk Ranking 2. Underwriting Loss Projection

III. P and C Claims Solutions
A. General Liability Claims Solutions
1. Risk Ranking 2.Total Incurred Prediction 3. Legal Engagement 4. Litigation Probability
B. Workers' Comp Claims Solutions
1. Medical-Only Conversion 2. Risk Ranking for Lost Time/Indemnity Claims 3. Total Incurred Prediction 4. Open Claim Benchmarking (Available only with TIP) 5. Legal Engagement
C. Commercial Auto Claims Solutions
1. Risk Ranking 2.Total Incurred Prediction 3. Legal Engagement 4. Litigation Probability

Technology Overview

Gradient AI's SaaS platform leverages machine learning and a vast industry data lake 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 advanced analytics and dashboards to monitor key performance indicators to make faster and more informed business decisions to drive improved claims and underwriting outcomes.

GRADIENT AI
Powering a better return on risk

CUSTOMER EXPERIENCE

Support Availability
9:00a.m. - 8:00p.m. ET

Support Offered
Email
Dedicated Account Rep
Helpdesk

User Conference
No

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 3 Months

Implementation Timeframe
90 Days

Product License
Annual license

Average Annual Fee
$ 250,000

Customers
100-499

Users
1,000 - 4,999

Deployment
Public Cloud/SaaS

Security Certifications
HIPAA, SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Quarterly

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LINESLIP SOLUTIONS

http://www.lineslipsolutions.com

Ownership Privately Held
Founded 2016
Contact Tom Tracey | tom.tracey@lineslipsolutions.com | (888) 836-8470

Leadership
Leo Bernstein - CEO and Founder
Rob Keyvani - Co-founder and CTO

Headquarters & Locations
New York, NY USA

COMPANY INFO

Employees
Not disclosed

Annual Revenue
Not disclosed

Top Industries
Insurance
Real Estate

Product Offerings
Benchmarking
Cyber Security Assessments
Data Analytics/Predictive Modeling
Policy/Program Management
TCOR/Allocations

Geographies Served
United States

Company Overview

LineSlip empowers brokers to deliver data-driven insurance consulting. Their SaaS platform integrates with leading carriers to provide unparalleled visibility into commercial insurance policies across small, mid-market, and enterprise clients. LineSlip's clients include the top 10 global and leading middle-market brokerages.

Product Information

LineSlip's award-winning, SOC II-certified product uses AI to extract and organize your insurance program data, delivering it back to you as report-ready analytics and downloadable databases.

LineSlip helps insurance professionals own their next client pitch, investment committee meeting, or annual earnings call without manually building reports.

Our latest product, Peer Comps, leverages real insurance data and modeled cyber losses that can help inform the efficacy and adequacy of coverage.

Technology Overview

LineSlip empowers brokers to deliver data-driven insurance consulting. The SaaS platform integrates with leading carriers to provide unparalleled visibility into commercial insurance policies across small, mid-market, and enterprise clients.

CUSTOMER EXPERIENCE

Support Availability
8AM to 8PM EST M-F

Support Offered
Dedicated Account Rep
Email
Helpdesk
Knowledge base
Webinars

User Conference
No

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every Month

Implementation Timeframe
Not disclosed

Product License
SaaS licensing model

Average Annual Fee
$ Not disclosed

Customers
Not Disclosed

Users
Not Disclosed

Deployment
Public Cloud/SaaS

Security Certifications
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
n/a

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MILLIMAN

https://nodal.milliman.com/en/

Ownership Privately Held
Founded 2018
Contact Trever Mertz Director of Sales | trever.mertz@milliman.com | 262-796-3347

Leadership
Michael Paczolt Principal FCAS, MAAA

Headquarters & Locations
Seattle, WA Chicago, IL Milwaukee, WI

COMPANY INFO

Employees
> 1,000

Annual Revenue
Not disclosed

Top Industries
Construction & Engineering
Food & Beverage
Insurance
Manufacturing
Transportation
Utilities

Geographies Served
United States

Company Overview

Over the past 75 years, as the nature of risk has evolved, so has the scope of our work. Today, we are helping clients address some of the world's most profound social and business challenges, including a looming retirement crisis, an evolving healthcare landscape, the effects of climate change and a global pandemic, and an insurance industry burdened by low interest rates and daunting reporting requirements. We are empowered by the diversity of our backgrounds, driven by a shared commitment to innovate, and inspired by a common mission: to serve our clients to protect the health and financial well-being of people everywhere.

Product Information

Nodal® Claims Triage helps insurers and employers reduce claim severity by accelerating the identification of problematic claims with AI, allowing for timely implementation of cost-mitigation strategies. Harnessing the power of Natural Language Processing (NLP) to extract insights from adjuster notes and other unstructured data, our predictive models help you triage claims quickly and accurately.

Nodal® Medical Benchmarking helps clients compare WC outcomes to Group Health for the same conditions on a risk-adjusted basis. These benchmarks are based on Milliman's proprietary Group Health database. These benchmarks bring transparency and allow WC payers to identify opportunities to reduce medical costs.

Technology Overview

Optimize claims processing with Predictive Analytics technology. Organize unstructured data to predict high-cost claims by swiftly extracting adjuster notes. Leverage our Natural Language Processing (NLP) algorithms for faster and more accurate claim identification. Extract key details from unstructured data, enhancing efficiency and minimizing costs.

Service Methodology

Trust built-in expertise: Benefit from our decades of hands-on experience in claims operations and actuarial science.

CUSTOMER EXPERIENCE

Support Availability
Monday-Friday 8:00amCST-6:00pmCST

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Manuals

User Conference
No

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 3 Months

Implementation Timeframe
45 Days

Product License
SaaS annual subscription

Average Annual Fee
Not disclosed

Customers
< 100

Users
< 1,000

Deployment
Public Cloud/SaaS

Security Certifications
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

Milliman
Nodal

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ROOTS AUTOMATION

https://www.rootsautomation.com

Ownership Privately Held
Founded 2018
Contact Chris Gayner, VP Marketing | chris@rootsautomation.com

Leadership
John Cottongim – CTO & Co-founder
Chaz Perera – CEO & Co-founder

Headquarters & Locations
New York, NYC, United States

COMPANY INFO

Employees
Not Disclosed

Annual Revenue
Not disclosed

Top Industries
Finance
Insurance

Product Offerings
Certificate of Insurance Management
Claims Administration
Claims Management
Underwriting

Geographies Served
United States
U.K.

Company Overview

Roots is revolutionizing the way claims and underwriting work is done.

Founded in 2018, Roots set out to create the most advanced Digital Workforce by bringing machine intelligence and human ingenuity together in the form of the AI-Powered Digital Coworker.

Today, our Digital Coworkers work alongside some of the biggest brands in Insurance, helping claims and underwriting teams to reduce cost, increase claims straight-through-processing rates, reduce document handling time, improve submission-to-quote rates and much more.

Roots' mission is to make work more human by liberating people of inefficient, repetitive, soul-destroying work.

Product Information

Think of an AI-powered Digital Coworker as your ideal employee – digitized. Digital Coworkers are able to think, read and intuit like a human. They are able to accurately read and understand documents, collaborate with business users and automate processes across claims and underwriting. Key use cases include:

Automated Claims Handling - Managing FNOL and FROI processes - Classifying and indexing claims documents such as policies, demand letters, claim forms and many more - Automating claims handling and servicing - Transacting data across applications and web browsers.

Automated Underwriting Support - Classifiying and indexing underwriting documents such as submissions, applications, loss run reports and many more - Extracting detailed exposure and loss history from structured & unstructured documents - Automating request for third-party data, pulling external reports, gathering quotes - Checking and performing declinations for uninsurable risks, completing the risk rater. In essence, Digital Coworkers help make work more human.

Technology Overview

Leveraging an ensemble of AI models and tools, including our proprietary generative AI model InsurGPT, Digital Coworkers are able to achieve human-like decision-making in areas such as claims and underwriting.

Customers manage their Digital Workforce through a unified autonomous workforce management portal – which provides tools to schedule Digital Coworkers, monitor volumes and report on outcomes.

Digital Coworkers sit on top of existing infrastructure, accessed via a simple VPN tunnel.

Roots Automation

CUSTOMER EXPERIENCE

Support Availability
2AM — 11PM ET Daily

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals

User Conference
No

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every Day

Implementation Timeframe
6 Weeks

Product License
Annual Subscription Fee

Average Annual Fee
$ Not disclosed

Customers
Not Disclosed

Users
Not Disclosed

Deployment
Public Cloud/SaaS

Security Certifications
GDPR, HIPAA, SOC 2, ISO 27001

Data Encryption at Rest
Yes

3rd Party Assessments
Quarterly

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SWISS RE

https://corporatesolutions.swissre.com/rds
Ownership Public
Founded 1863
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Leadership
Andreas Berger - CEO
Nicole Schepanek - Head RDS

Headquarters & Locations
Zurich, Switzerland
Manchester/London, United Kingdom
Laguna Beach, California
Singapore, Singapore

COMPANY INFO

Employees
>1,500

Annual Revenue
> $150mm

Top Industries
Government
Manufacturing
Oil & Gas
Real Estate
Utilities

Product Offerings
Data Analytics/Predictive Modeling
TCOR
Location/Property Management

Geographies Served
United States
Africa
Asia Pacific
Canada
Central America
Europe
Middle East
Oceania
South America
U.K.

Company Overview

Swiss Re is one of the world's leading providers of reinsurance, insurance, and other forms of insurance-based risk transfer. Headquartered in Zurich, Switzerland, where it was founded in 1863, the Swiss Re Group operates through a network of around 80 offices globally. Our approximately 14,400 employees provide a wide range of technical expertise. RDS is offered by VSR Insurance Solutions, LLC (in the US and Canada) and Digital Solutions and Risk Engineering GmbH (outside of the US), which are affiliates of Swiss Re.

Product Information

Swiss Re Risk Data & Services (RDS) platform helps clients assess their property, sustainability and supply chain exposures to extreme weather events in specific locations around the world. The platform provides a more granular understanding of risks, which in turn enables companies to take greater control of their risk management program, e.g. natural catastrophe. The platform includes three different innovative solutions that support corporates in managing property exposure, climate and supply chain risks. Risk managers use the RDS solutions differently based on their business context. For example, the Head of Risk and Insurance at a multinational pharmaceutical company is using insights gained through the RDS Property Exposure Management solution to prepare for market presentations and to improve insurance placements. This involves using the platform to understand natural catastrophe exposure and potential losses. They also run simulations using different business interruption methodologies to form a better view of accumulation risks.

Technology Overview

Our RDS platform is built on a scalable data infrastructure that can handle an extensive volume of data points without limitations. As your organization grows and the data landscape expands, the platform will effortlessly scale to accommodate the increasing data demands. This ensures that the risk management process remains data-driven and highly insightful, even in the face of exponential data growth. RDS platform's scalability empowers risk managers to proactively respond to evolving risks.

CUSTOMER EXPERIENCE

Support Availability
8am-5pm GMT 5 days per week

Support Offered
Dedicated Account Rep
Email

User Conference
No

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 6 Weeks

Implementation Timeframe
4 Weeks

Product License
Annual subscription for a set number of users, asset locations and modules

Average Annual Fee
Not disclosed

Customers
< 100

Users
< 1,000

Deployment
Public Cloud/SaaS

Security Certifications
SOC 2 ISO 27001

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

Swiss Re

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TRUSTLAYER

https://trustlayer.io

Ownership Privately Held
Founded 2018
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Leadership
John Fohr, Co-Founder & CEO
Vincenzo Acinapura, Co-Founder & CTO
Jason Reichl, CRO

Headquarters & Locations
San Francisco CA, Tampa, FL

COMPANY INFO

Employees
50-99

Annual Revenue
$10mm - $49mm

Top Industries
Construction & Engineering
Finance
Insurance
Lodging
Real Estate

Product Offerings
Certificate of Insurance Management
Governance, Risk & Compliance

Geographies Served
United States

Company Overview

TrustLayer provides technology to quickly validate the trust needed to work together. Verifying compliance documents is a painfully slow and manual process. But it doesn't have to be. TrustLayer automates the document correspondence, collection, storage and verification required in most business relationships. Documents change hands every day, then phone calls are placed just to verify their accuracy. Administrative burdens cost us all time and money at each step. TrustLayer is the leading solution and we've built it alongside the industry. From carriers to brokers, to businesses everyone has had enough and TrustLayer has built a better way.

Product Information

The TrustLayer platform is the #1 tool for risk managers to automate document collection, tracking and verification. TrustLayer is the preferred way to build an accurate and efficient risk-transfer program. TrustLayer+ adds on bespoke managed services from our team of certified insurance professionals. Enabling risk managers to hand off the entire workflow to our expert team. TrustLayer Pulse is a verification network that taps into top carriers, brokers and insurance providers and verifies an insurance policy at its source. Saving carriers, brokers and businesses many of the costs associated with verification.

Technology Overview

Collect and manage documents for all of your projects. Whether you need a faster, easier way to handle COIs and compliance docs or a platform to modernize your risk program, TrustLayer is a risk manager's best friend. Imagine a tool that reads complex insurance and compliance forms for you, and is built from the ground up for collaboration. Automate your workflows, follow-ups, and flag errors before they're problems. With no sign-in required for your vendors they'll love using TrustLayer, too.

Service Methodology

We have different levels of service depending on the selections our clients have made. We break those into different streams. Onboarding; Customer Success; Support/Help; and Managed Services. With all of these ensuring that we create raving fans in our users and their vendors. Every interaction should be creating advocates within our community and in the broader risk management space. This is evidenced by our strong reviews on a plethora of third-party rating platforms like G2.

CUSTOMER EXPERIENCE

Support Availability
M-F 8a-8p ET

Support Offered
Community Forums
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Live Chat
Manuals
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every Week

Implementation Timeframe
45 Days

Product License
By active party.

Average Annual Fee
$ 9,000 - $ 100,000

Customers
500-1,000

Users
1,000 - 4,999

Deployment
Public Cloud/SaaS
Private Cloud

Security Certifications
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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2024 Outlook: Harness the Data Boom with the Right RiskTech

By Patrick O'Neill
Founder and President, Redhand Advisors

Risk management and the technology that supports it have traditionally been seen as both lacking innovation and difficult to quantify when it comes to ROI.

Times have changed. Organizations now recognize the importance of effectively managing risk and are investing in the necessary technology to do so.

In fact, as many as 50% of risk professionals say they are witness to better business decisions based on insights gleaned from the current prioritization of risk mitigation efforts and detection of new risks cutting-edge technology has enabled. Fewer risk professionals, however, say the tech they're engaging with is driving "efficiency" outcomes, like lower compliance or personnel costs. There is still more that can be done.

As more businesses make risk a priority and with the emergence of new modern systems and integration strategies, coupled with advancements in Generative AI across the risk and insurance space, including integration into risk management information system (RMIS), Risk-Tech is poised to make a remarkable transformation that will both improve risk management and foster faster innovation.

Here are the five key risk technology trends to watch in 2024:

1 Generative artificial intelligence (AI) goes mainstream.

Although Gen AI — or the ability to "generate" new content based on the vast data the model has been trained on — has been around for many years, it burst into the mainstream in 2023. In fact, global insurers are currently investing almost half of their resources into data, analytics, and AI. The question is: Is it more hype than reality?

RiskTech vendors are rushing to incorporate Gen AI models into their software to take advantage of these powerful capabilities. Gen AI can revolutionize the way we work and do business, improving efficiencies by eliminating routine tasks. I expect that organizations will be more focused and strategic on how they use Gen AI and predict most enterprise level RiskTech vendors will embed Gen AI into their products in 2024.

2 Organizations will focus on automation and operational efficiencies.

As organizations embrace new technologies as the core of their digital transformation, the focus will shift to improving automation and operational efficiencies with the new tools. Automation and process optimization are two closely related concepts that can significantly impact the success of a business. While automation focuses on eliminating repetitive and mundane tasks using technology, process optimization seeks to improve the efficiency and effectiveness of existing workflows.

Both concepts will continue to dominate the landscape, as every facet of risk management has become too complex and data intensive to track manually. The continued development of technology tools to support automation also reflects on the industry's commitment to change and improvement.

RiskTech solutions offer many tools to support the efforts to automate routine tasks, including:

- *robotic process automation*
- *business process and workflow management*
- *data analytics*
- *business intelligence tools*

As technology continues to evolve and new tools and techniques emerge, the future of automation and process optimization looks promising. Businesses that embrace these practices and invest in the necessary tools and training will be well-positioned to succeed in the ever-changing risk landscape. Organizations that don't are at risk

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for being left behind with inefficient and ineffective risk management processes and strategies.

3 Integration of AI machine learning (ML) into enterprise solutions.

More RMIS vendors will integrate broader AI and ML capabilities into their risk technology offerings in the coming year. One of the primary purposes for a RMIS is to collect data and provide actionable insights. Integrating AI and ML into these systems will significantly improve organizations' data analysis capabilities, leading to more informed decision-making. For example, ML algorithms can help businesses identify trends, anomalies, and potential opportunities in their risk profile, enabling them to manage risk more effectively.

In 2024, AI-powered analytics, data visualization, and analysis tools will replace start to static dashboards and reporting, allowing organizations to take the next steps more quickly.

CASE IN POINT: *Currently, one vendor is working on integrating a Gen AI prototype into its RMIS to make safety audits more efficient. Users simply input their safety audit results into the system, and it will automatically generate recommendations.*

4 Interoperability is on the rise.

Interoperability refers to the ability of disparate systems, software, or devices to work together and exchange information in a seamless and effective manner, ensuring that diverse systems and products can connect, communicate, and share data with one another. This is crucial to creating integrated and efficient solutions, allowing users to leverage the strengths of various technologies without facing compatibility issues.

Interoperability can be achieved through many different strategies including traditional data standards, data mapping, and transformation as well as newer strategies such as application program interfaces, middleware, intermediaries, and data exchanges. More and more providers in the risk ecosystem are offering the ability to connect through these various strategies to help organizations break down silos and obtain a more holistic view of risk.

Interoperability offers several benefits including increased efficiencies, costs savings, a seamless user experience, improved data accuracy, improved collaboration, and faster decision making. Overall, interoperability plays a crucial role in creating a connected and efficient ecosystem.

5 Demand and need are driving RiskTech innovation.

The ability to analyze a client's risk more efficiently is a great motivator for creating new technologies to meet the client's needs and the demand for not only reducing risk but saving the client's bottom line as well.
RiskTech vendors are innovating at a faster pace, creating opportunities and solutions quicker than can be produced.

Because of technologies such as AI, analytics, ML, data visualization, and analysis tools, people are creating solutions to solve problems in the market that historically haven't been solved before. As these technologies mature, real solutions will enter the marketplace in 2024 that didn't exist a year ago.

Demand and need for these types of services will continue to drive innovation in the RiskTech space. Why? Because businesses require them! Risk Managers are being asked for more data than ever before from their underwriters and other partners. Tools such as AI can help to collect this data that was never readily available.

RiskTech will lead change and innovation in 2024

Last year the data tsunami flooded the industry. This year it's time to embrace and harness that data with the new and emerging technologies continually being developed by RiskTech vendors. Change and innovation are well underway to transform the capabilities of RiskTech systems to meet the ever-changing needs of organizations.
In the ever-evolving landscape of RiskTech, 2024 holds great promise for change and innovation. RiskTech vendors are not only prepared to meet the evolving needs of organizations but also to revolutionize the capabilities of these systems, pushing the boundaries of what they can deliver.

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Redhand advisors

Bundled RMIS Solutions

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GALLAGHER BASSETT

LUMINOS

To act decisively, **you need confidence** that your results are trending in the right direction. Your risk management strategies now demand a wider organizational RMIS lens that provides holistic views of all program outcome improvement measurements, while driving macro and micro-level risk program performance.

WORD ON THE STREET

"VERY SATISFIED WITH LUMINOS"

"Luminos is one of the reasons we selected GB as our new TPA"

"very good and professional product"

... WE USE LUMINOS EVERY DAY "Luminos ... very intuitive"

"This is a powerful tool" *Luminos is a differentiator for GB*

"Very pleased with RMIS platform"

Luminos **RMIS**

Take advantage of our flexible RMIS technologies and relentless drive for product innovation. Contact **Jennifer Turner, SVP RMIS Solutions** at Jennifer_Turner1@gbtpa.com today to learn more.

Bundled RMIS Provider Updates

The bundled sector continues to innovate their client-facing systems and providing more analysis tools for their customer base. Unlike the Unbundled sector, they tend to be less diverse from a functionality perspective. After all, there is more similarity among the bundled than the unbundled providers.

There are however two distinct offering types we observe from the bundled providers:

- ***Claims-oriented solutions*** *concentrate on enhancing the core functions that support the primary services that each provider offers such as claims.*
- ***RMIS-oriented solutions*** *that offer broader functionality we see in the unbundled RMIS market such as safety, exposure, and policy management.*

In 2023, the bundled market saw significant technological enhancements aimed at improving efficiency, data accessibility, and analytical capabilities.

Improvements were made to user interfaces and system navigations. Enhancements observed include more intuitive homepages and navigation, and expanded dashboards, all designed to streamline user experiences and operational processes.

We also saw a trend towards external APIs that enable on-demand data extraction, allowing for more flexible and efficient data management. Notably, AI-enabled capabilities were introduced by many of the vendors as well.

These updates highlight a trend towards digitization and automation, aiming to enhance accuracy, ease of use, and service delivery across the bundled market.

TPA Highlights:

Gallagher Bassett: GB is unique as the only "hybrid" bundled vendor. Their Luminos system is a private labeled Origami Risk system. GB now offers access to the full functionality of Origami, one of the market leaders in the RMIS in the industry. That clearly separates them from everyone else in the bundled sector. GB also provides additional GB functionality and content beyond Origami's features which they delivered through Luminos system.

CorVel: As in previous years, CorVel's Care MC Edge remains one of the most innovative and deeply functional offerings. Their attention to most every duty involved in Workers Compensation claims is most impressive. And they are the only vendor that combines its actual claims administration system with their client facing RMIS.

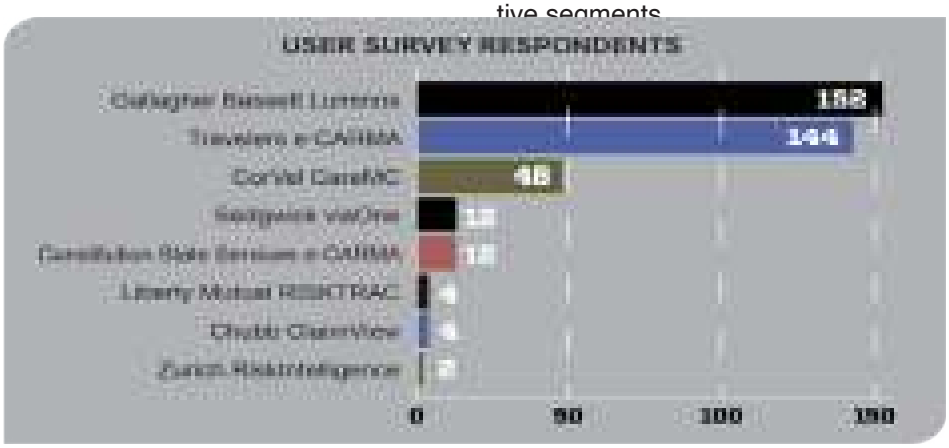
Insurer Highlights:

Travelers: The *e-CARMA* system continues to be the leader among the insurer-based RMIS. Their well trained RMIS consulting team offers excellent service to both Travelers' and CSS' clients. And, they continue to provide improvements year over year.

We continue to see steady improvement in the bundled RMIS space, especially among the vendors we highlighted. It will be interesting to see how much progress they and the rest of the bunded vendor make on the AI front during this year.

NOTE: We invited Sedgwick to participate in the report but they did not respond. We hope that they consider participating in the future.

To reflect the distinct segments mentioned earlier, we have changed the way we present the Overall Ratings on the Providers At A Glance summary. We feel this better represents the distinct offerings in the bundled space and allows for solutions to stand out in the respective segments.



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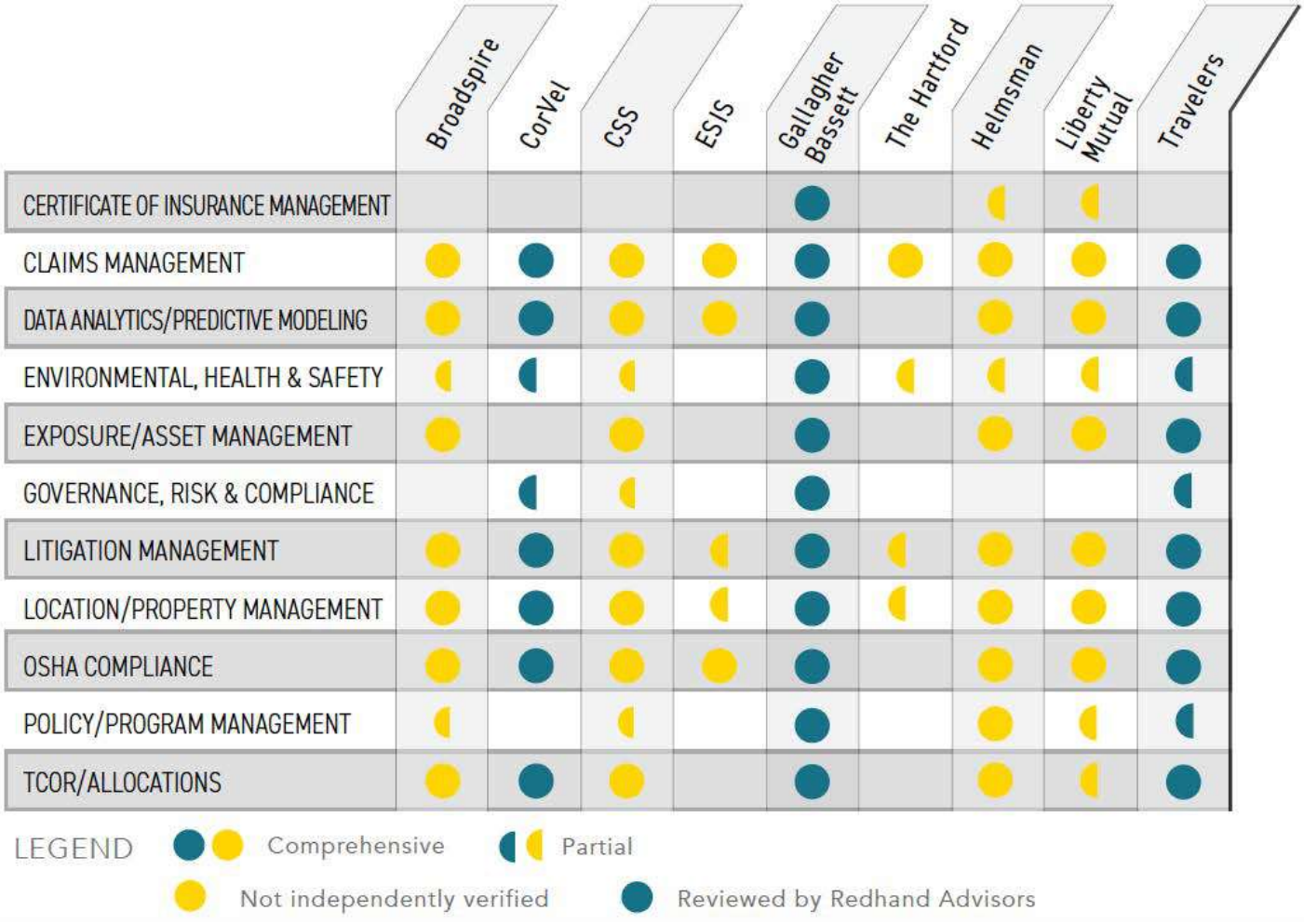
PRODUCT OFFERINGS:
BUNDLED RMIS PROVIDERS

The information presented in the Product Offerings chart is primarily sourced from self-disclosed data provided by the respective product providers. Redhand has not independently verified the accuracy, completeness, or reliability of this information. The product landscape is dynamic, and the offerings, as well as their features, are subject to change.

This chart is intended as a preliminary tool to assist in understanding the range of products available in the market. It should not be solely relied upon for making purchasing decisions.

Readers are advised to conduct their own thorough verification of the information. This includes, but is not limited to, confirming product specifications and functionality. For best results, consult with a qualified professional before making significant investment or business decisions based on the information from this chart.



BROADSPIRE SERVICES, INC.

www.broadspire.com
Ownership Public
Founded 1978
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Leadership
Rohit Verma, President & CEO, Crawford
Mike Hoberman, President, Broadspire
Joel Raedeke, CTO, Broadspire

Headquarters & Locations
Peachtree Corners GA
Chicago IL
New Jersey

COMPANY INFO

Employees
100-249

Annual Revenue
Not disclosed

Top Industries
Finance & Insurance
Healthcare
Manufacturing
Retail
Transportation

Product Offerings
Benchmarking
Certificate of Insurance Management
Claims Administration
Claims Management
Cyber Security Assessments
Data Analytics/Predictive Modeling
Environmental, Health & Safety
Exposure/Asset Management
Litigation Management
Location/Property Management
OSHA Compliance
Policy/Program Management
Risk Pool Administration
TCOR/Allocations

Geographies Served
United States
Canada
Europe
U.K.

Company Overview

Broadspire is a third-party claims administrator fully licensed in all fifty states for workers' comp., liability, disability/absence management, and accident & health claims. A full suite of medical management & cost containments services are provided through our medical management practice. Our services are delivered through 1900 claim professionals and admin. staff through 9 main claim centers and over 35 branch offices throughout the USA. Multinational programs are supported through 25 global locations. We also leverage the global presence of our parent company, Crawford and Company, in over 70 countries.

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 intuitive 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 proprietary Machine Learning 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. Additional insights can be obtained though NLP of unstructured "text" data.

Technology Overview

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

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.

CUSTOMER EXPERIENCE

Support Availability
Monday-Friday, 7:00 a.m. - 6:00 p.m. EST. After hours support available.

Support Offered
Community Forums
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every Month

Implementation Timeframe
30 Days

Product License
Per user subscription.

Average Annual Fee
$ 200

Customers
100-499

Users
1,000 - 4,999

Deployment
Public Cloud/SaaS
Vendor Hosted
Hybrid

Security Certifications
NIST, SOC 1, SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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CONSTITUTION STATE SERVICES

www.constitutionstateservices.com/
Ownership Public
Founded 1980
Contact John Gorecki, Jr. |
jgorecki@constitutionstateservices.com | 860 277-0382

Leadership
John Gorecki Jr., President

Headquarters & Locations
Hartford, CT
LA/Irvine/Walnut Creek, CA
St Paul, MN
Chicago, IL
Alpharetta, GA
Dallas/Houston, TX

COMPANY INFO

Employees
100-249

Annual Revenue
n/a (cost center)

Top Industries
Manufacturing
Public Entities
Retail
Services
Wholesale

Product Offerings
Benchmarking
Claims Management
Cyber Security Assessments
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

Geographies Served
United States
Asia Pacific
Canada
Europe
Middle East
Oceania
U.K.

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. We work collaboratively with your team to efficiently pay what is owed, manage expenses and provide excellent customer service. Leveraging our national scale with technical expertise enables us to deliver superior results.

Product Information

CSS RMIS specializes in providing comprehensive risk management information through a user-friendly tool, *e-CARMA*®, complemented by exceptional service and support from dedicated RMIS consultants. Security is paramount, and we protect our customers information in a highly secured and controlled environment that is re-certified annually.

e-CARMA offers a tailored user experience, allowing efficient management and analysis of your risk portfolio. It seamlessly integrates various elements such as claim, managed care, exposure, risk control, policy and customer-specific data. Additionally, we provide optional services like OSHA recordkeeping, designed to save our customers time and effort.

Collaboration with our customers is fundamental to our success. Our team of risk management professionals deliver personalized trainings, customized solutions, and consultative services to assist our customers with effectively managing their risk. This partnership is crucial in gathering valuable feedback, enabling us to focus on enhancing our initiatives to meet our customer's needs now and in the future. In the ever-evolving data-centric landscape, our goals remain aligned with the data and analytics requirements of our customers.

Technology Overview

Continuing maturity in both Data and Information services. We're making new data available to analytics and data consumers. Cloud Infrastructure is taking root, providing scale and new capabilities. Data sharing partnerships and the evolution of external APIs hold promise. Information improvements (delivered via e-CARMA) provide expanded capabilities while still treating customers to customized and personalized information.

CUSTOMER EXPERIENCE

Support Availability
7 am - 8 pm EST- all US time zones during core business hours.

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
Every 2 years

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 3 Months

Implementation Timeframe
15 Days

Product License
e-CARMA is licensed via annual renewal subscription.

Average Annual Fee
n/a

Customers
100 – 499

Users
1,000 - 4,999

Deployment
On-Premise
Public Cloud/SaaS
Private Cloud

Security Certifications
SOC 1

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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CORVEL CORPORATION

www.corvel.com
Ownership Public
Founded 2000
Contact Melissa S Melissa Storan, Vice President, Marketing | melissa_storan@corvel.com | 949-838-1919

Leadership
Michael Combs, President and CEO
Brandon O'Brien, CFO
Jeff Gurtcheff, Chief Claims Officer
Maxim Shishin, CIO

Headquarters & Locations
Dallas, Texas
Irvine, California

COMPANY INFO

Employees
> 1,000

Annual Revenue
Not disclosed

Top Industries
Government
Healthcare
Insurance
Retail
Transportation

Product Offerings
Benchmarking
Claims Administration
Claims Management
Data Analytics/Predictive Modeling
Litigation Management
Location/Property Management
Policy/Program Management
Risk Pool Administration
TCOR/Allocations

Geographies Served
United States

USER SURVEY RESULTS

Customer Experience
7.8

Implementation Experience
7.5

System Value
8.3

System Satisfaction
8.7

Ease of Adoption
8.5

Understands our Needs
8.6

Effectively Used
7.8

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 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 employees, customers, policyholders and patients

Product Information

Revolutionize claims management with CorVel's CareMC. Developed in-house, CareMC is the result of ongoing capital investments and user input. Unlike traditional platforms, we avoid reliance on third-party data feeds, ensuring swift access to vital information.

CareMC empowers claims and medical teams with real-time data, enabling rapid intervention, improved outcomes, efficiencies, and complete program visibility throughout the claims process.

Technology Overview

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

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What's New

In 2023, CorVel released its initial generative AI model which leverages machine learning to interpret medical records for adjusters and prompt immediate actions. Interpreting medical data and determining the next steps in managing a case is critical and time-consuming for adjusters. CorVel's generative AI model will now read and summarize this often-complex information, provide the summary to the adjusters, and propose actions to be taken. This innovative solution significantly reduces the adjuster's time commitment to objective tasks and allows them more time to interface directly with injured workers, be more strategic, and ultimately improve outcomes.

What's Coming

Enhancements planned for 2024 include enhancements to our communication platform with integrated SMS messaging, phone, fax and video services. We will continue to develop best practices for establishing reserves including automated reserving of specific claim types. Continued development to enhance our policy integration as well as our OSHA reporting capabilities. AI enhancements will include entity extraction and comparisons. As well as expanding our current AI roles to include case management, utilization review, case management, and PPO development and more document types including legal, state forms and additional medical records.

Service Methodology

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

Implementation Methodology

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

CORVEL

USER SURVEY PRODUCT SCORES

Claims Mgmt.
8.7

EH&S | **Exposures**

Incident Mgmt. | **Policy/ Program**
8.2

Reporting | **Analytics**
7.8 | 6.8

Renewal

System Attributes | **Systemwide Capabilities**
8.9 | 7.9

CUSTOMER EXPERIENCE

Support Availability

Support Offered
Community Forums
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 1 Weeks

Implementation Timeframe
30 Days

Product License
The product is licensed based on users and service model

Average Annual Fee
n/a

Customers
> 2,000

Users
> 20,000

Deployment
Vendor Hosted

Security Certifications
SOC 1
SOC 2

Data Encryption at Rest
Yes

3rd Party Assessments
Semi-Annually

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CORVEL

GENERATIVE AI

Revolutionize claims management with AI.

Discover CorVel's breakthrough in claims management – the latest generative AI module for Care[MC]. Revolutionizing medical record interpretation for adjusters, this innovative solution significantly reduces the adjuster's time commitment to objective tasks and allows them more time to interface directly with injured workers, be more strategic, and ultimately improve outcomes.

corvel.com

ESIS®, INC., A CHUBB COMPANY

www.esis.com
Ownership Public
Founded 2000
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Leadership
Jim Shevlin, President
Suresh Krishnan, COO
Vasantha Prammagnanam, CIO
Rachel Kesling, CFO

Headquarters & Locations
Philadelphia, PA
Tampa, FL
Overland Park, KS
Cheektowaga, NY
Chatsworth, CA

COMPANY INFO

Employees
100-249

Annual Revenue
Not disclosed

Top Industries
Construction & Engineering
Healthcare
Manufacturing
Professional Services
Real Estate

Product Offerings
Benchmarking
Claims Administration
Claims Management
Data Analytics/Predictive Modeling
Litigation Management
Location/Property Management
OSHA Compliance

Geographies Served
United States
Canada

Company Overview

ESIS, a leading multi-line Third-Party Administrator (TPA), serves Fortune 500 and Fortune 1000 clients across its North American platform, and is licensed in 50 states and Canadian provinces. For more than seventy years, ESIS has been recognized as a pioneer in workers' compensation and general liability claims administration. Through organic growth, ESIS' product offering spans the full spectrum of casualty insurance risks, medical malpractice, litigation management and integrated risk advisory services.

Product Information

ESIS' global risk management information system, Global RiskAdvantage (GRA), is a proprietary platform designed to meet the demands of comprehensive risk management. Highly adaptable and robust, GRA offers extensive customization options, including tailored dashboards, alerts, and scheduled reports for individual users. Its strength lies in its analysis of net savings associated with a variety of medical impact solutions, advanced predictive modeling, and flexible data capture capabilities. GRA encompasses various modules such as return to work, litigation management, medical cost containment, and OSHA compliance. Whether the objective is to track the status of injured employees, understand claim resolution strategies, visualize location-specific trends, or deliver analytical insights to executives, GRA caters to diverse user needs. Additionally, GRA facilitates ad-hoc reporting to capture specific program nuances effortlessly.

Our 24/7 MyView portal provides claimants with a centralized platform for accessing comprehensive claim information, connecting with service providers, and engaging directly with our adjusters.

Technology Overview

GRA is a proprietary Risk Management Information System available as a web portal or as a mobile application. GRA offers standard and custom reports developed leveraging a powerful reporting engine which also allows the user to schedule reports without manual intervention.

Service Methodology

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

CUSTOMER EXPERIENCE

Support Availability
Monday to Friday
8am to 8pm (EST)

Support Offered
Dedicated Account Rep
Email
Helpdesk
Manuals
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every Month

Implementation Timeframe
2 Days

Product License
Not disclosed

Average Annual Fee
n/a

Customers
1,000 - 2,000

Users
5,000 - 9,999

Deployment
On-Premise

Security Certifications
NIST, SOC 1

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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GALLAGHER BASSETT SERVICES, INC.

www.gallagherbassett.com
Ownership Privately Held
Founded 2015
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Leadership
Scott Hudson, President, CEO;
Mike Hessling, CEO North America;
Russ Pass, EVP Product, CIO;
Jen Turner, SVP RMIS Solutions

Headquarters & Locations
Rolling Meadows, IL, USA (Headquarters);
Canada;
UK;
Australia / New Zealand

COMPANY INFO

Employees
100-249

Annual Revenue
< $10mm

Top Industries
Finance & Insurance
Government
Manufacturing
Retail
Transportation

Product Offerings
Benchmarking
Claims Administration
Claims Management
Environmental, Health & Safety
Exposure/Asset Management
Governance, Risk & Compliance
Location/Property Management
OSHA Compliance
Policy/Program Management
TCOR/Allocations

Geographies Served
United States
Asia Pacific
Canada
U.K.

USER SURVEY RESULTS

Customer Experience 7.4

Implementation Experience 7.6

System Value 8.3

System Satisfaction 8.5

Ease of Adoption 8.0

Understands our Needs 7.9

Effectively Used 7.2

Company Overview

Gallagher Bassett (GB) is the premier claims and risk management partner for clients who seek comprehensive solutions to limit the impact of risk, navigate challenges, and achieve the outcomes that matter most to your organization. With a legacy dating back to 1962, we have a track record of growth, stability, and success that is unmatched in the industry. Our investments in innovation have resulted in the development of award-winning RMIS services and decision-support tools unrivaled in the marketplace today. We take a collaborative, tailored approach to claims management because we understand how vital this is to your success.

Product Information

Meeting current enterprise-wide risk management information challenges requires flexible technologies, resource agility and a relentless drive for product innovation. Through our partnership with Origami Risk, Gallagher Bassett has deployed a hybrid RMIS solution for our clients, carriers, and broker communities.

Core Luminos RMIS features include a wide array of claim adjudication activity dashboards and data inquiry capabilities. Core features also include an extensive library of ready-to-use preconfigured reports and flexible ad-hoc reporting capabilities. Alongside our core feature sets, utilizing our claims expertise and internal data-science resources, we have also integrated market leading proprietary computing tools into our RMIS product suite. Drawing from our in-house TCOR-management intellectual capital and the addition of our own powerful suite of data benchmarks, scorecards, and AI-driven predictive analytics, we deliver the actionable information our clients require to drive superior claims outcomes. Add in our wide array of Expanded Service offerings, and our hybrid approach allows Gallagher Bassett to deliver exceptional, market-leading RMIS products to our TPA clients.

Technology Overview

Alongside core public cloud-based RMIS software features, GB has integrated our own private network, cloud-based proprietary computing tools to extend our RMIS product offerings to manage all facets of today's complex risk management programs and strategies. With Luminos, we have used flexible computing technologies, advanced cloud-based analytics power, sophisticated hardware resourcing assignment capabilities, and ever expanding data storage capacities to revolutionize TPA data management.

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What's New

In 2023, GB added output from our proprietary Waypoint decision support tools to Luminos, providing transparency into the alerts that help our claim and clinical staff drive superior outcomes. These include: Reserve Guidance (claim reserve predictions), Clinical Guidance Alert (early intervention case management), SMART Score (machine learning based claim complexity scores) and our Treatment Quality Index (a measure of adherence to evidence-based medicine guidelines). Other Luminos upgrades included the integration of our e-Learning safety training LMS, auto and G/L self-administered claim management updates, industry sector package implementations, purpose-oriented navigation enhancements and a new informative homepage dashboard layout.

What's Coming

Planned 2024 Luminos enhancements include implementation of state of the art 'universal search' capabilities, simplifying navigation to accident, dashboard and report retrieval across our RMIS products. 2024 Generative AI R and D prototypes will allow clients to utilize the spoken word to efficiently locate individual claim details and generate report output requests. Additional plans include a user interface updates, Claim Strategy Dashboard feature additions and upgrades to support electronic OSHA reporting requirements. ORIGAMI MOBILE (offline data capture, intuitive navigation, optimized workflows and photo/video upload capabilities), will also be added to our RMIS product suite, extending support for GB client audit module activities.

Service Methodology

Our Client Service Managers (CSMs) provide the first line of support for all Luminos client contacts through on-going communication regarding all aspects of our RMIS product offerings. They drive our initial client conversations regarding utilization of any of our Expanded Service module offerings. They receive regular Luminos training updates / certifications on our RMIS product, and are backed by the Gallagher Bassett Help Desk group and our Luminos product, training and implementation teams.

Implementation Methodology

GB continues to expand our Luminos training and implementation staff with tenured RMIS professionals to align with the growth of both our organization and our product suite utilization. Luminos team members and applicable GB Client Service Managers work closely with our clients to develop initial detailed project specifications and plans to meet custom product needs. Upon approval, our teams follow iterative implementation approaches, ensuring that we successfully exceed client expectations.

GALLAGHER BASSETT

USER SURVEY PRODUCT SCORES

Claims Mgmt.	8.1
EH&S	6.8
Exposures	7.5
Incident Mgmt.	7.9
Policy/ Program	7.7
Reporting	7.9
Analytics	7.2
Renewal	7.5
System Attributes	8.1
Systemwide Capabilities	7.3

CUSTOMER EXPERIENCE

Support Availability
GB provides support through our TPA model in client operating time zones.

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Manuals
Webinars

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 60 Days

Implementation Timeframe
5 Days

Product License
Luminos is a subscription-based RMIS tool, licensed annually to GB clients.

Average Annual Fee
$ 8,500

Customers
> 2,000

Users
10,000 - 19,999

Deployment
Private Cloud
Public Cloud/SaaS
Hybrid
Vendor Hosted

Security Certifications
NIST
SOC 1
SOC 2
Safe Harbor

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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GALLAGHER BASSETT

LUMINOS

As the industry's **trusted claims and risk management partner**, we recognize that managing a successful program requires having the right information at the right time, to make quality decisions.

Alongside core RMIS software features, our Luminos product suite includes **select proprietary computing tools**, **AI-driven predictive analytics**, and bolt-on **Expanded Service** modules to deliver all of the actionable information you need to drive superior claim program outcomes.

Anytime. Anywhere.

Our state-of-the-industry training, client support and rapid implementation timelines ensure our **Luminos RMIS** tools are always ready to go. To learn more about our product offerings, contact Jennifer Turner, SVP RMIS Solutions today at **Jennifer_Turner1@gbtpa.com**

THE HARTFORD

www.thehartford.com
Ownership Public
Founded 1999
Contact Cathy Leonard | cathy.leonard@thehartford.com | 860-547-8269

Leadership
Christopher J Swift
Chairman and CEO,
Beth Costello CFO
John J Kinney EVP
A. Morris "Mo" Tooker EVP

Headquarters & Locations
Hartford, CT
National and International presence

COMPANY INFO

Employees
25-49

Annual Revenue
Not disclosed

Top Industries
Business & Consumer Services
Construction & Engineering
Finance & Insurance
Manufacturing
Professional Services

Product Offerings
Claims Management
Litigation Management
OSHA Compliance
Policy/Program Management

Geographies Served
United States
Canada

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. 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. More information on the company and its financial performance is available at https://www.thehartford.com. Follow us on Twitter at www.twitter.com/TheHartford_PR.

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.

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.

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.

CUSTOMER EXPERIENCE

Support Availability
Monday thru Friday, 7:30 am - 8:00 pm EST

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Live Chat
Video Tutorials

User Conference
No

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every Month

Implementation Timeframe
30 Days

Product License
n/a

Average Annual Fee
n/a

Customers
1,000 - 2,000

Users
1,000 - 4,999

Deployment
On-Premise

Security Certifications
Data Encryption at Rest
No

3rd Party Assessments
Annually

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HELMSMAN MANAGEMENT SERVICES

helmsmantpa.com
Ownership Privately Held
Founded 1983
Contact Shawna Cooley | shawna.cooley@libertymutual.com | 857-224-7325

Leadership
David Dwortz, President
Monica Caldas, CIO

Headquarters & Locations
Boston, MA

COMPANY INFO

Employees
50-99

Annual Revenue
Not disclosed

Top Industries
Construction & Engineering
Finance & Insurance
Manufacturing
Professional Services
Retail

Product Offerings
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
TCOR/Allocations

Geographies Served
United States

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.

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.

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

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.

CUSTOMER EXPERIENCE

Support Availability
24/7

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every Month

Implementation Timeframe
30 Days

Product License
Contact RISKTRAC consultants for detailed information.

Average Annual Fee
n/a

Customers
> 2,000

Users
> 20,000

Deployment
On-Premise
Public Cloud/SaaS

Security Certifications
SOC 1

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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HUB INTERNATIONAL LIMITED

www.hubinternational.com
Ownership Private Equity Backed
Founded 2015
Contact Stephen Ackourey, Vice President of RMIS Services | stephen.ackourey@hubinternational.com | 310-568-5929

Leadership
Marc Cohen – President and CEO

Headquarters & Locations
Offices throughout the United States, Canada, and Puerto Rico.

COMPANY INFO

Employees
1-25

Annual Revenue
< $10mm

Top Industries
Construction & Engineering
Healthcare
Manufacturing
Real Estate
Transportation

Product Offerings
Certificate of Insurance Management
Claims Administration
Claims Management
Cyber Security Assessments
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
TCOR/Allocations
Underwriting

Geographies Served
United States
Canada

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.

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 keyrisk 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 provides a dedicated RMIS Consultant/Analyst to your account.

CUSTOMER EXPERIENCE

Support Availability
Monday Through Friday from 8 a.m. to 7 p.m. CT.

Support Offered
Dedicated Account Rep
Email
Video Tutorials

User Conference
No

Client Advisory Council
No

PRODUCT INFORMATION

Release Schedule
Every 6 Months

Implementation Timeframe
1 Month

Product License
Annual subscription.

Average Annual Fee
$ 45,000

Customers
< 100

Users
< 1,000

Deployment
Public Cloud/SaaS

Security Certifications
GDPR, HIPAA, NIST, SOC 3, SOC 1, SOC 2, ISO 27001

Data Encryption at Rest
Yes

3rd Party Assessments
n/a

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LIBERTY MUTUAL INSURANCE

libertymutual.com

Ownership Privately Held
Founded 1983
Contact Shawna Cooley | shawna.cooley@libertymutual.com | 8572247325

Leadership
Timothy Sweeney, CEO
Monica Caldas, CIO

Headquarters & Locations
Boston, MA

COMPANY INFO

Employees
50-99

Annual Revenue
Not disclosed

Top Industries
Construction & Engineering
Finance & Insurance
Manufacturing
Professional Services
Retail

Product Offerings
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

Geographies Served
United States
Canada

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.

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.

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

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.

CUSTOMER EXPERIENCE

Support Availability
24/7

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
Annually

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every Month

Implementation Timeframe
30 Days

Product License
Contact RISKTRAC consultants for detailed information.

Average Annual Fee
n/a

Customers
> 2,000

Users
> 20,000

Deployment
On-Premise
Public Cloud/SaaS

Security Certifications
SOC 1

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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TRAVELERS

www.travelers.com
Ownership Public
Founded 1980
Contact Mike Strietelmeier | mstriete@travelers.com | 860 277-9182

Leadership
Mike Strietelmeier - VP, RMIS
Les Samsel - AVP, Consulting
Pam Gregory - AVP, Development
David Lanza - AVP, Operations

Headquarters & Locations
Hartford, CT
LA/Irvine/Walnut Creek, CA
St Paul, MN
Chicago, IL
Alpharetta, GA
Dallas/Houston, TX

COMPANY INFO

Employees
100-249

Annual Revenue
n/a (cost center)

Top Industries
Business & Consumer Services
Healthcare
Manufacturing
Retail
Wholesale

Product Offerings
Benchmarking
Claims Management
Cyber Security Assessments
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

Geographies Served
United States
Asia Pacific
Canada
Europe
Middle East
Oceania
U.K.

USER SURVEY RESULTS

Customer Experience 8.8

Implementation Experience 9.0

System Value 8.8

System Satisfaction 9.1

Ease of Adoption 9.1

Understands our Needs 9.0

Effectively Used 7.6

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. Since 1980, the Travelers RMIS organization has provided customizable analysis tools designed to provide customers with faster and easier access for timely analysis and informed decision making.

Product Information

Travelers RMIS specializes in providing comprehensive risk management information through a user-friendly tool, *e-CARMA*®, complemented by exceptional service and support from dedicated RMIS consultants. Security is paramount, and we protect our customers information in a highly secured and controlled environment that is re-certified annually.

e-CARMA offers a tailored user experience, allowing efficient management and analysis of your risk portfolio. It seamlessly integrates various elements such as claim, managed care, exposure, risk control, policy and customer-specific data. Additionally, we provide optional services like OSHA recordkeeping, designed to save our customers time and effort.

Collaboration with our customers is fundamental to our success. Our team of risk management professionals deliver personalized trainings, customized solutions, and consultative services to assist our customers with effectively managing their risk. This partnership is crucial in gathering valuable feedback, enabling us to focus on enhancing our initiatives to meet our customer's needs now and in the future. In the ever-evolving data-centric landscape, our goals remain aligned with the data and analytics requirements of our customers.

Technology Overview

Continuing maturity in both Data and Information services. We're making new data available to analytics and data consumers. Cloud Infrastructure is taking root, providing scale and new capabilities. Data sharing partnerships and the evolution of external APIs hold promise. Information improvements (delivered via *e-CARMA*) provide expanded capabilities while still treating customers to customized and personalized information.

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What's New

RMIS strives to deliver relevant services and capabilities to meet evolving data needs. In 2023, we:

• Expanded our data repository in support of customer data delivery and improved data analytics • Broadened coverage and claimant level analytics • Added additional cyber security protections • Enhanced search capability (initial step to AI) • Expanded data delivery options including API support

What's Coming

We remain focused on leveraging contemporary technologies to enhance and improve value through data expansion/ delivery, analytic discovery, and data protections.

New functionality will:

• Enhance analytics at the customer and industry levels • Evolve the TPA support infrastructure (Continue to evolve API offerings) • Improve data integration and graphical user experience • Add advanced legal analysis • Develop AI tools to improve data exploration and service efficiencies

Service Methodology

RMIS service begins with a dedicated 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 services customers receive. Our customized data capture, integration capabilities and data integrity model add value to the customer experience. Our service model is a collaborative partnership where consultants and customers work together to create efficiencies and tailor solutions in a dynamic data-driven environment.

Implementation Methodology

e-CARMA implementation and training is completed in collaboration with the customer's schedule. A full understanding of account requirements allows for customization to systems and services. Account setup is initiated on day 1. Full system implementation, including location coding structures and ID setup, are typically completed within 15 days or less. Customers who choose our data consolidation services can expect to have access to their other carrier/TPA data 60-90 days from the receipt of the data. The RMIS Consultant will work closely with the customer to ensure a seamless implementation.

TRAVELERS

USER SURVEY PRODUCT SCORES

Claims Mgmt.
9.2

EH&S
8.1

Exposures
7.4

Incident Mgmt.
9.2

Policy/ Program
7.3

Reporting
8.9

Analytics
7.7

Renewal
8.1

System Attributes
8.8

Systemwide Capabilities
7.9

CUSTOMER EXPERIENCE

Support Availability
7 am - 8 pm EST- all US time zones during core business hours.

Support Offered
Dedicated Account Rep
Email
Embedded Help
Helpdesk
Knowledge base
Manuals
Video Tutorials
Webinars

User Conference
Every 2 years

Client Advisory Council
Yes

PRODUCT INFORMATION

Release Schedule
Every 3 Months

Implementation Timeframe
15 Days

Product License
e-CARMA is licensed via annual renewal subscription.

Average Annual Fee
n/a

Customers
> 2,000

Users
10,000 - 19,999

Deployment
On-Premise
Private Cloud
Public Cloud/SaaS

Security Certifications
SOC 1

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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Better data + a dedicated RMIS consultant =

Greater insight and more informed decision-making

e-CARMA® equips you with the right data to effectively navigate risks and interpret trends with clarity, empowering you to make well-informed risk management decisions.

Key features:

- User-friendly interface for hassle-free navigation
- Cutting-edge data and analytics for comprehensive insights
- Continuous evolution to align with new technology and meet customer needs
- Consultative assistance from our team of seasoned RMIS professionals for customized solutions

Visit travelers.com/rmis to learn more.

TRAVELERS
It's better under the umbrella®

The Travelers Indemnity Company and its property casualty affiliates. One Tower Square, Hartford, CT 06183

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WTW

wtwco.com

Ownership Public
Founded 2018
Contact Jeremy Brooks | Jeremy.Brooks@wtwco.com | +44 (0) 203 124 8750

Leadership
Andy Woolterton
Jeremy Brooks
Kru Patel

Headquarters & Locations
London, New York, Paris, Miami, Mexico City, Sydney, Singapore

COMPANY INFO

Employees
1-25

Annual Revenue
n/a (cost center)

Top Industries
Construction & Engineering
Finance & Insurance
Healthcare
Manufacturing
Real Estate

Product Offerings
Benchmarking
Data Analytics/Predictive Modeling
Exposure/Asset Management
Policy/Program Management

Geographies Served
United States
Africa
Asia Pacific
Canada
Central America
Europe
Middle East
Oceania
South America
U.K.

Company Overview

WTW (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. Together, we unlock potential and provide a smarter way to risk.

Product Information

Risk Intelligence Central is a highly flexible and seamless risk management client portal. It enables you to make smarter decisions with its extensive suite of features and functionality, 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 features and functionality, insights and analytical tools. It's all designed to enable your organisation to collect, 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

Technology Overview

WTW adopted a partnership strategy to deliver the best in breed solutions to its clients. Partners include Riskonnect and Axco. Other solutions have been developed by WTW utilizing Microsoft technology.

Service Methodology

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

CUSTOMER EXPERIENCE

Support Availability
Working hours 5 days per week in multiple time-zones

Support Offered
Embedded Help
Email
Manuals
Video Tutorials

User Conference
No

Client Advisory Council
n/a

PRODUCT INFORMATION

Release Schedule
Every 3 Months

Implementation Timeframe
1 Week

Product License
Risk Intelligence Central included as part of clients broking relationship

Average Annual Fee
n/a

Customers
> 2,000

Users
1,000 - 4,999

Deployment
Hybrid

Security Certifications
SOC 1, SOC 2, ISO 27001

Data Encryption at Rest
Yes

3rd Party Assessments
Annually

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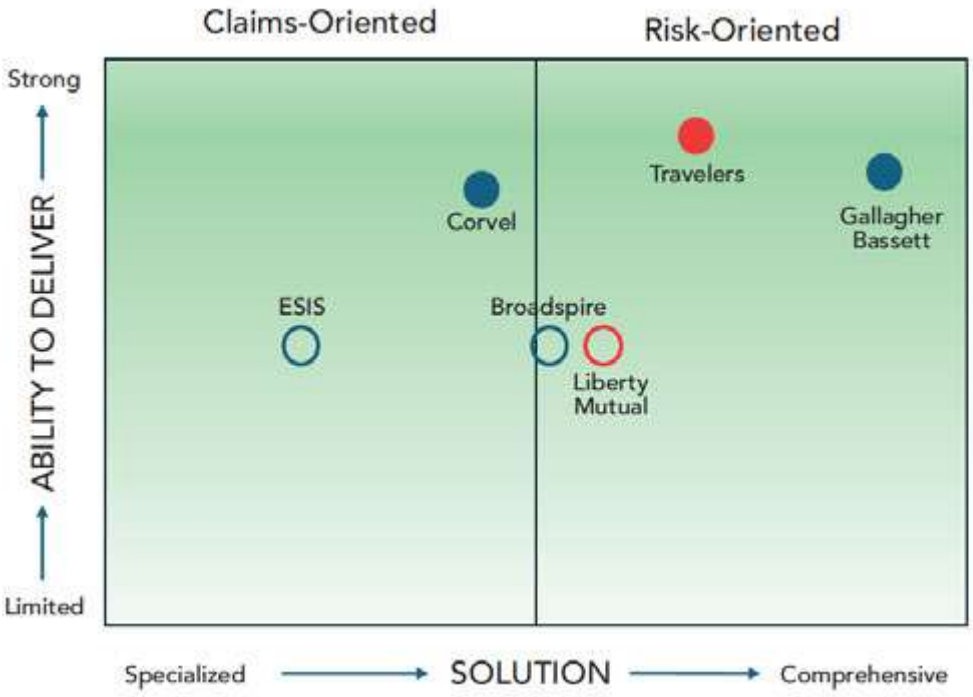
AT A GLANCE:
BUNDLED RMIS PROVIDERS

OVERALL RATINGS



LEGEND

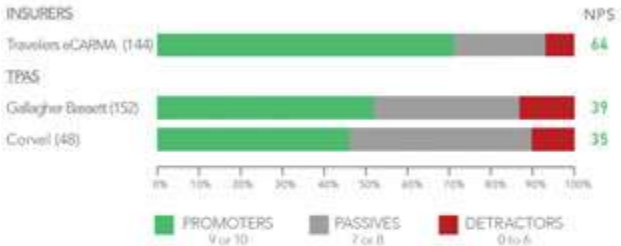
- TPA
- Insurer

Solid circles represent vendors that had sufficient user survey results to determine the Ability to Deliver.

Ability to Deliver is based on the user survey results.

Solution results are based on the user survey results and Vendor RFI scoring.

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)." Number of respondents shown in parentheses.

SYSTEM CAPABILITIES

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.

To ensure the integrity and representativeness of the vendor user survey results we publish, we adhere to a stringent methodology that involves setting minimum thresholds and considering response rates. To ensure that the survey results are statistically representative, we establish minimum thresholds for the number of responses. A vendor's survey results are only considered for publication if these response thresholds are met, ensuring that the data reflects a sufficiently broad and diverse user base. The vendor response rate is also taken into consideration. A higher response rate generally indicates a more accurate and comprehensive depiction of the user population. To account for varying response rates, we apply weighting to the survey results where the number of responses is not considered representative of the user population.

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At Key Strategies, we leave no stone unturned in our quest to find the best candidates.

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We also handle all levels of Safety & Loss Control, RMIS, all types of Insurance Risk Management Consulting, Insurtech, and Data Analytics.

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https://tinyurl.com/b34u7krr

KEY STRATEGIES LLC

973-887-2300
keystrategies.com

FINAL THOUGHTS

We trust that this report, alongside the depth of research and insights it contains, will prove invaluable to you.

A considerable amount of dedication and diligence has been invested in the crafting of this report. Our objective with the RMIS Report is to offer a detailed landscape of the RMIS and RiskTech market, aiding you, our readers, in discerning trends and pinpointing solutions that enhance your risk management capabilities. By balancing expert analysis with extensive user feedback, the RMIS Report offers a valuable resource for organizations navigating the complex landscape of risk technology, helping you to identify solutions that best fit your organization's specific requirements and goals.

Our intention is not to single out any vendor as the definitive choice across the categories we explore. Recognizing that each organization's needs and priorities are distinct, we believe in the philosophy that no single solution fits all scenarios. The RMIS Report aims to equip you with knowledge about the market and potential solutions that align with your specific needs, thereby supporting risk professionals in making knowledgeable technology decisions.

However, our insights extend beyond this report. We encourage you to follow us on social media and subscribe to our **mailing list** for the latest updates on risk technology trends and insights. Should you seek further assistance on your journey through risk technology, our team of RMIS consultants stands ready to support you.

In closing, we would like to thank our sponsors, and all vendors who provided updates on their solutions, for their invaluable contributions. Our appreciation also goes to **Zissman Media**, **Z Factory** and **[pv] designworks** for their partnership in producing this report. Lastly, a sincere thank you to our readers and to everyone who participated in the user survey for your engagement and feedback.

Finally, I want to acknowledge and thank Dave Tweedy for his contributions to the RMIS Report over the past 6 years and wish him well in his future endeavors.

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