

RMIS Review

The Online Guide to Risk Management Information Systems

Evaluation

... has been a solid, dependable risk/claims information system since its inception. Here are further comments on the system.

Criteria	Comment
Portability	Bundled
Logic	Excellent. ... is designed as its name implies. Screen progression is logical. Screens are not overly busy.
Technology Platform	Excellent. True Web-based system.
Robustness	Good to Excellent. The system is able to be used at varying levels of sophistication.
Flexibility	Good to Excellent. ... is highly flexible, capable of solid claims management and good financial analysis. Because it is Web-based, clients are able to use its robust analytical capabilities as they need.
User Friendly	Good. Despite its robustness, ... is rated as easy to use by nontechnical people with a few hours of training. Its ease of use also is greatly enhanced by the fact that it is truly Web based.
Analytical	Good. Scores high marks for its claims, safety, and financial analysis capabilities.
Reporting	Good to Excellent. There is an excellent report writing capability which includes templates and an ad hoc (what if) function.
Support/Responsive-ness	Excellent. High marks earned from its user base

[more on page 9](#)

VENDOR NAME

... offers many different services and products to a diverse audience. For many years, ... has offered an automated RMIS system called ..., and it provides advanced claims systems and data support to ... claims customers. ... offers claim analysis, claim management, ad hoc reporting.

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Mission: To support our customers by providing the most effective products and services through a long-term partnership that enables us to understand, anticipate, and solve their information needs.

System Requirements

	Hardware, Software, Network Software Requirements
Platform	
Stand-Alone	N/A
ASP (Web Hosting)	Yes
True Web vs. Web Enabled	True Web: Windows compatible; Excel 2002 or higher; Internet Explorer 5.5 (128 bit encryption for SSL version) or higher; Resolution set at 1024 x 768; High speed Internet access (i.e., corporate Internet connection, cable/DSL); Pentium based machine; 128 MB or higher RAM; 50 MB free hard drive space; Adobe® Acrobat® Reader 6.0 or higher
Client Server	N/A
Timeshare	N/A
Interfaces	Not stated
Accounting (AP and GL)	
State WC Agencies	
Broker/Insurer/TPA	
Other Interfaces	
Document Management	Not stated
Custom Programming	Not stated
User Defined Tables	Not stated
Built-in Security Features	Not stated

Lines of Coverage

RMIS Review

Editor: David Tweedy

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	Track	Admin.
State Workers Compensation	✓	
Federal WC (USLH, Jones Act)	✓	
General Liability	✓	
Auto	✓	
Property	✓	
Professional Liability		
Disability		
Other:		

Additional System Features

Feature	Existing as Part of Core System	Requires Vendor Customization or Other Module
Claims Management		
Diary	✓	
Adjuster Notes Access (if applicable)	✓	
Reserve Analysis	✓	
Litigation Management	✓	
Adjuster Tracking/Performance		
Claims Administration		
Incident Tracking	✓	
Check Writing		
Utilization Review	✓	
Fee Bill Repricing		
Medical Management	✓	
Transitional Work Management	✓	
Automatic Reserve Setting		
Matters Management (Litigation)	✓	
Administration and Analysis		
Policy Tracking	✓	
Policy Management		
Certificate Tracking		
Certificate Issuance		
Property Appraisal		
Safety/Loss Control Analysis	✓	
Program Charts for All LOC		
Bonds/Contracts Tracking		
Asset Management		
Cope Tracking		
OSHA Recordkeeping/Tracking	✓	
Advanced Analysis		
Flexible, Multi-Leveled Hierarchy	✓	
“As of” Date Analysis	✓	
Cost of Risk Analysis		✓
Financial Models	✓	

Feature	Existing as Part of Core System	Requires Vendor Customization or Other Module
Advanced Analysis (cont.)		
Exposure Analysis		✓
Loss Development/Trending		✓
Loss Forecasting		✓
Deductible Reimbursement/Tracking		
Online Benchmarking		
Premium Allocation		✓
Remote Audit Wizard		
Self-Insurance Comparison Analysis		
Exp. Mod. Factor Calculation		
Reporting		
Standard	✓	
Ad Hoc	✓	
Risk Alerts	✓	
Executive Dashboard		
“As of” Date Analysis	✓	
Graphing/Charting	✓	
Download to Excel, Word, Access	✓	
NCCI Reporting		
Electronic Reports Distribution	✓	
1099 Report Issuance		
First Report of Injury	✓	

Enterprise Risk Applications
Sarbanes Oxley and other Federal/State Legislation Compliance: Compliance to applicable federal and state legislation is achieved via direction from the Law Department, dedicated resources, and an external audit firm that reviews and revises business processes as necessary.
Integration with BPM Software: No
Enterprise Risk System Use: N/A
Clients Using System as an Enterprise System: N/A

Consulting Services

Types of Consulting Services Provided: Field and home office staff assist our customers with finding the best solutions to analyzing and using the claims information services that we provide.

Number of Consultants Employed: About ... full-time employees provide this support service.

Professional Designations of Consultants: No industry designations are required. Our staff has a diversified background in commercial insurance, including claims, underwriting, system training, and data analysis.

Pricing

General Pricing Information

Pricing Variable	Dollar Cost
Cost Range Per Site License	N/A
Cost Range Per Modules	
Cost Range Per User	
Cost Comparison (Asp vs. Client/Server)	N/A
Cost or Source Code	N/A

System Pricing Basis

Variable	Y/N	Rank
Site License	N	
Module	Y	
Number of Users	Y	
Platform (ASP vs. Client Server)	N	
Lines of Coverage	N	
Source Code	N	
Other:		
Claim Volume	Y	
Custom Programming	Y	

Data Conversion Pricing Basis

Cost Range Per Data Source	Not a standard service. Varies by client.
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Custom Programming/Integration

Cost Basis for Integration and Custom Programs: Costs are established on a case-by-case basis based on size and scope of the project.

Consulting Pricing Basis

How Are Consulting Project Costs Established: Consulting project costs are established on a case-by-case basis and are based on complexity, including ongoing support and output requirements.

Services Information

User Support	
User Support Hours	Monday–Friday, 8 a.m. to 8 p.m. ET
Number of Technical Personnel Available	6 Dedicated Help Center Analysts
Toll Free Hotline?	Yes
Online Help Available?	Yes
Built-in Help Screens?	Yes

Custom Programming		
Most Frequent Custom Programming Examples	1.	Custom data elements integrated into RMIS
	2.	Additional data elements added to our standard data files (outbound)
	3.	Custom reports
	4.	
	5.	

Data Conversion		
Data Conversion Center		
Annual Data Conversions Performed		
Number of Data Sources Converted		
Software Applications Used To Convert Data	Proprietary	
Most Frequently Converted Data Sources	1.	
	2.	
	3.	
	4.	
	5.	
Number of Data Professionals Involved in Data Conversion	4	
Most Preferred Data Sources	1.	
	2.	
	3.	
	4.	
	5.	

About the Vendor

Company Name
Address

Locations		

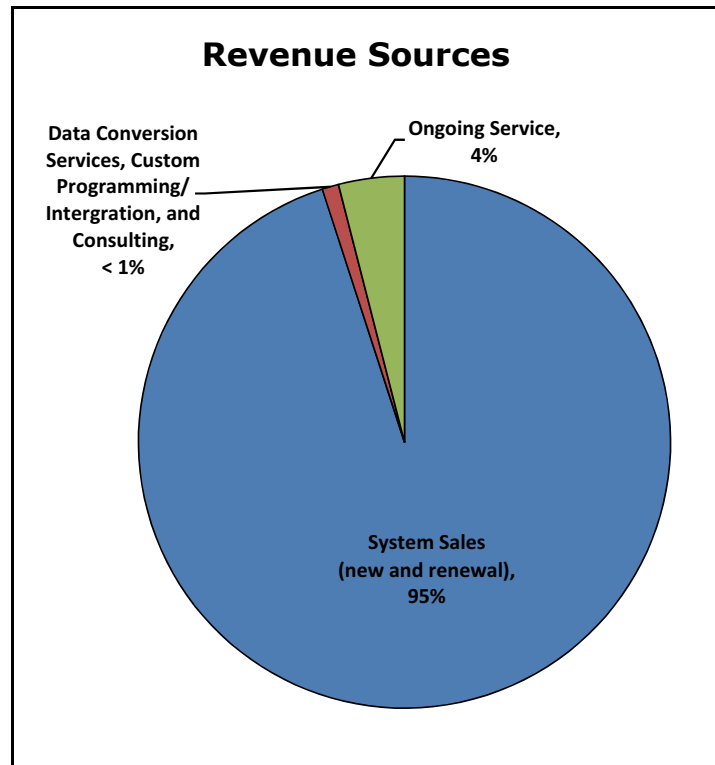
Parent	Company Name
Primary Contact	
Top Officers	

Research and Development Investment per year as percentage of annual revenue: 15 to 20%

Senior Management	5
Sales Professionals	12
Account Management	16
Technical Staff	26
Administrative Personnel	2
TOTAL	61

Year of First System Installation	
Total Current Users	
Total Current Clients	
Largest Installation (number of users)	+30
Total Risk Management Department Installations	+500
Installations in 2006	+500

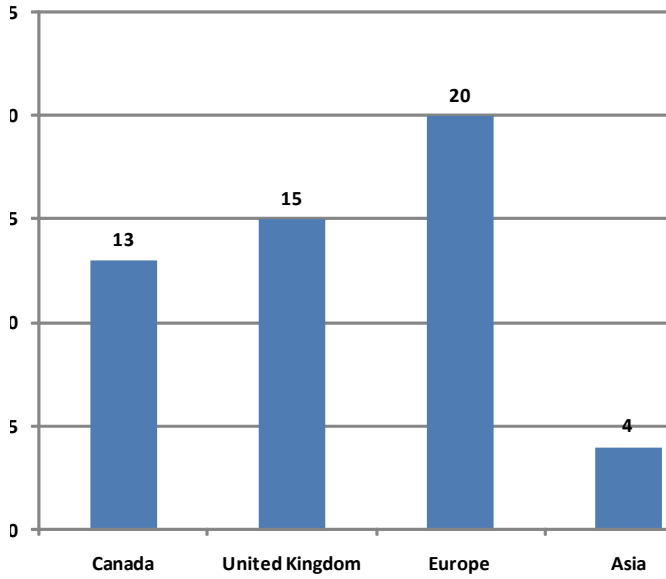
Rank	Target Markets
1	Insurers, TPAs, Brokers
2	Manufacturing
3	Financial
4	Retail
5	Health Care
6	Governmental
7	Hi Tech
8	Nonprofits
N/A	Pools/Self-Insurance Groups, etc.



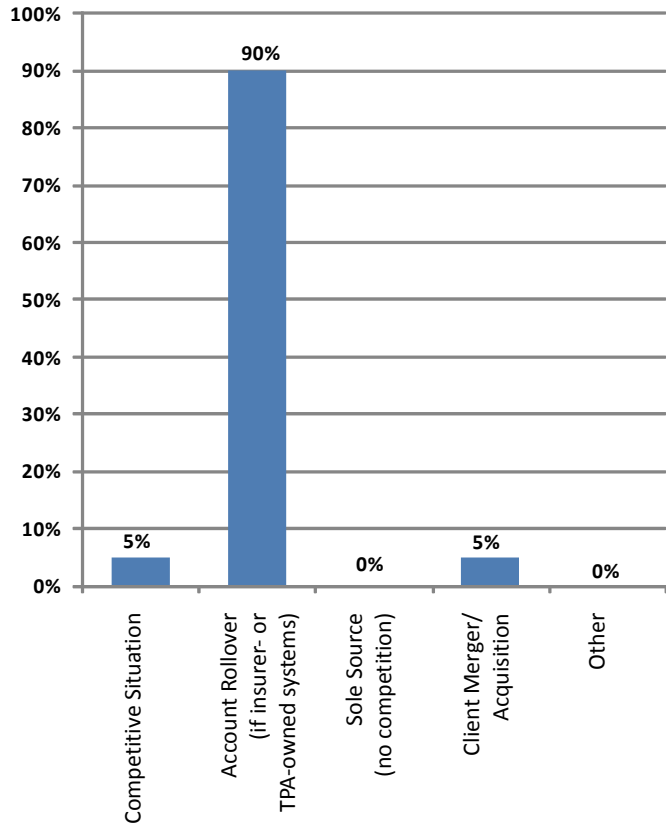
Users' Groups	
Date of First Users' Group	
Number of Clients	
Last Conference Date	Regional: National:
Number Attended	Total: 158
Do clients have impact on system direction?	Yes, via online surveys, other avenues
Most Frequent Conference Sites	Intentionally varies, different regions each year

Top 5 Competitors	
1.	
2.	
3.	
4.	
5.	

Foreign Installations



Method of Obtaining New Clients/Accounts



Evaluation *(cont. from p. 1)*

Strengths

Ease of Use: The true Web-based system combined with an excellent interface with Microsoft Office (especially Excel) was the most definitive advantage.

Analysis/Reporting: We were impressed with the drill-down capability from anywhere within

Service: Clients we interviewed/surveyed were very happy with ... and

Weaknesses

We detected no significant weaknesses. One user remarked that there was no true point-in-time capability and that he had to wait until the end of the month to conduct this type of analysis. Also, there was no dashboard.

User Feedback

... was highly regarded by the sample of its user base that answered the IRMI questionnaire. ... received the following scores.

Scorecard

User Friendly	2.00
Flexibility	2.00
Reliability	1.67
Reports	2.00
Analytical	2.50
Data Conversion	2.00
Help Desk	1.50
General Service	1.33
User Group	1.50
Custom Programming	1.00
Overall System Value	1.50

Key: 1 = Excellent; 5 = Poor



About the Author

DAVID A. TWEEDY, CMC, provides clients with risk information technology advice and services. He is an internationally recognized expert in the RMIS and claims management arena, with over 24 years of experience as a risk management consultant. He holds a bachelor of science degree from University of Massachusetts in Amherst and a master of business administration degree in finance from the University of Rhode Island in Kingston. Mr. Tweedy can be reached at DTweedy@albertrisk.com.

Cautionary Note: The evaluations contained in *RMIS Review* are partially dependent on data supplied by each vendor. The accuracy of the data provided must be assumed. *RMIS Review* is grateful for the cooperation of ... in completing the questionnaire and reviewing the evaluation prior to publication. However, the following requested information on ... was not provided for inclusion in this review:

- Revenue dollars
- 5 new clients
- Most frequently replaced vendors

SAMPLE—Vendor Scorecard and Feature Comparisons

Functionality Analysis for Bundled and Unbundled Vendors

measures percentage of functions claimed against the total amount of functions listed in the questionnaire.

Features	Vendor #1	#2	#3	#4	#5	#6	#7
Claims							
Claims Management							
Diary	Yes	No	Yes	Yes	No	Yes	Yes
Adjuster Notes access (if applicable)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Reserve Analysis	Yes	Yes	Yes	Yes	Yes	Yes	No
Litigation Management	Yes	Yes	No	Yes	Yes	Yes	No
Adjuster Tracking/Performance	No	No	No	Yes	No	Yes	No
subtotal	80.00%	60.00%	60.00%	100.00%	60.00%	100.00%	40.00%
Analysis							
Administration and Analysis							
Policy tracking	Yes	No	No	Yes	Yes	Yes	No
Policy management	No	No	No	No	No	Yes	Yes
Certificate tracking	No	No	No	No	No	Yes	No
Certificate issuance	No	No	No	No	No	No	No
Property appraisal	No	No	No	No	No	Yes	No
Safety/loss control analysis	Yes	No	Yes	Yes	Yes	Yes	Yes
Program charts for all LOC	No	No	No	Yes	No	No	No
Bonds/contracts tracking	No	No	No	No	No	No	No
Asset management	No	No	No	No	No	No	No
COPE tracking	No	No	No	No	No	No	No
OSHA Recordkeeping/Tracking	Yes	No	Yes	Yes	Yes	Yes	Yes
subtotal	27.27%	0.00%	18.18%	36.36%	18.18%	54.55%	27.27%
Advanced Analysis							
Flexible, multi-levelled hierarchy	Yes	Yes	Yes	Yes	Yes	Yes	Yes
"As of" date analysis	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cost of Risk analysis	Yes	No	No	Yes	Yes	Yes	No
Financial Models	Yes	No	No	Yes	No	Yes	No
Exposure analysis	Yes	No	No	Yes	No	Yes	Yes
Loss development/trending	Yes	Yes	Yes	Yes	Yes	Yes	No
Loss forecasting	Yes	No	No	Yes	Yes	Yes	No
Deductible reimbursement/tracking	No	No	No	No	No	Yes	Yes
Online benchmarking	No	No	No	Yes	No	No	No
Premium allocation	Yes	No	No	No	No	No	No
Remote audit wizard	No	No	No	No	No	No	No
Self insurance comparison analysis	No	No	No	No	No	No	No
Experience Modification Factor Calc.	No	No	No	No	No	No	No
subtotal	61.54%	23.08%	23.08%	61.54%	38.46%	61.54%	30.77%
SUBTOTAL ADMIN. AND ADV. ANALYSIS	33.33%	12.50%	20.83%	50.00%	29.17%	58.33%	29.17%

Reporting							
Standard	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ad hoc	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Risk alerts	Yes	No	Yes	Yes	Yes	No	Yes
Executive dashboard	No	No	Yes	Yes	Yes	Yes	Yes
"As of" date analysis	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Graphing/charting	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Download to excel and word	Yes	Yes	Yes	Yes	Yes	Yes	Yes
NCCI Reporting	No	No	No	Yes	No	Yes	No
Electronic Reports Distribution	Yes	No	Yes	Yes	Yes	Yes	Yes

SAMPLE—Vendor Scorecard and Feature Comparisons

User Feedback for Bundled and Unbundled Vendors

Measures average responses of the users per each rating criteria. The lower the score, the better.

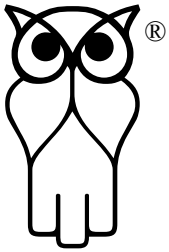
Factor/Company	Vendor #1	#2	#3	#4	#5	#6	#7
Rating Criteria							
User Friendly	2.00	1.00	1.40	3.00	1.67	2.33	1.50
Flexibility	2.00	2.50	2.80	3.00	1.83	3.33	1.50
Reliability	1.67	1.00	1.40	2.00	1.33	1.33	1.25
Reports	2.00	1.00	1.60		2.00	2.00	1.50
Analytical	2.50	1.50	2.20		2.00	1.50	2.00
Data Conversion	2.00	3.00	2.00	2.00	2.00	2.67	1.67
Help Desk	1.50	1.50	1.20	4.00	1.67	3.00	1.50
General Service	1.33	1.50	1.20	3.00	1.83	2.67	1.25
User Group	1.50		1.00	3.00	1.17		1.33
Custom Programming	1.00	2.50	2.00	2.00	1.83	3.67	1.25
Overall System Value	1.75	1.72	1.68	2.75	1.50	2.50	1.25

1 excellent	
2 good to excellent	
3 good	
4 fair	
5 poor	
Best score	

Combined Assessment for Bundled and Unbundled Vendors

Vendor Name	Logic	Technology Platform	Robustness	Flexibility	User Friendly	Analytical	Reliable	Reporting	Support, Responsiveness	TOTALS
#1	Excellent 5	Excellent 5	Good to Exc 4.5	Good to Exc 4.5	Good 4.5	Good 3.5	Excellent 3.5	Good to Exc. 5	Excellent 4.5	5 40.5
#2	Good to Exc 4.5	Excellent 5	Good to Exc 4.5	Good to Exc 4.5	Good 4.5	Good to Exc 3.5	Good to Exc 4.5	Excellent 4.5	Fair to Good 5	3 39
#3	Excellent 5	Excellent 5	Good to Exc 4.5	Good 3.5	Good to Exc. 4.5	Good to Exc 4.5	Excellent 4.5	Good 5	Good 3.5	3.5 39
#4	Excellent 5	Excellent 5	Good to Exc 4.5	Good 3.5	Excellent 5	Good 3.5	Excellent 3.5	Good 5	Good 3.5	3.5 38.5
#5	Excellent 5	Good 3.5	Good 3.5	Good 3.5	Good to Exc. 4.5	Good 3.5	Excellent 3.5	Good to Exc 5	Excellent 4.5	5 38
#6	Good to Exc 4.5	Good 3.5	Fair to Good 3	Good 3.5	Good to Exc. 4.5	Good 3.5	Excellent 3.5	Good 5	Good 3.5	3.5 34.5
#7	Good to Exc 4.5	Good 3.5	Fair to Good 3	Good 3.5	Good to Exc. 4.5	Fair to Good 3	Excellent 3.5	Good 5	Good 3.5	3.5 34
AVERAGE	4.07	3.64	3.29	3.14	3.79	3.21	4.21	3.36	3.14	31.86

Excellent	5
Good to Exc	4.5
Good	3.5
Fair to Good	3
Fair	2
Poor to Fair	1
Poor	0
top score	



RMIS Review

The Online Guide to Risk Management Information Systems

RMIS Review provides comparative vendor information and outlines a recommended process for choosing an RMIS that will meet your needs and budgetary requirements. In essence, *RMIS Review* is your one-stop source of key information about the major risk management information systems and their vendors that will save you hours of research time, relieve much of the stress associated with selecting and purchasing a system and, most importantly, substantially reduce the risk that you will choose the wrong system.

Features and Benefits for...

Risk Managers, CFOs, and System Purchasers

- Increases confidence in acquiring the best system to meet your needs
- Saves time in making a purchase decision
- Reduces the possibility of making the wrong decision, or buying more system than you need

Consultants and Brokers

- Includes feedback and rankings on system and vendor performance
- Annual cost estimates based upon client-type scenarios to help avoid cost surprises
- Case studies of “beginning to end” system identification, selection, and implementation as a guide to help implement an RMIS purchase and implementation process

RMIS Vendors

- Keep up with the competition’s innovations and changes
- Get the information you need at a moment’s notice for that important proposal to market your system
- Acquire a license to reproduce your system’s review for your marketing efforts (*call Paul Murray at 800-827-4242, ext 313*)

Learn More and Order at:

www.IRMI.com/Go/RMIS