2015 LETTER FROM DAVE TWEEDY

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We appreciate the opportunity of presenting this year’s edition of RMIS Review to you all. We trust you find its contents helpful.

Dave Tweedy
CMC, RMIS Director
Bickmore
PUBLISHER’S NOTE

Advisen is proud to once again publish this year’s RMIS Review. Under the watchful eye of Dave Tweedy, this year’s RMIS Review - like our 2013 effort – is based upon an extensive RMIS Provider questionnaire. Our plan is to conduct this analysis for publication every two years. On even years, such as next year’s 2016 edition, we will conduct our RMIS User Survey and report on user views and sentiments.

However, like previous years, our annual goal is to produce a quintessential document that is a “must read” for RMIS users & future RMIS users as well as RMIS providers. As more insureds discover the virtues of a RMIS compared to their excel spreadsheet, and as the complexities confronting the Risk Management departments around the world increase, the RMIS Review is one of very few independent sources of information in this competitive vendor arena.

You are one of over 2,500 readers who will download and review this document. Your inclination to learn as much as you can about the current state of RMIS offerings and the differences among RMIS platforms also makes this effort highly relevant for our 13 sponsors. This publication has become the definitive information authority on the subject of RMIS.

Participation
Also like prior years, we have encouraged as many RMIS providers as possible to participate. This 2015 edition features responses from 25 RMIS providers - 9 bundled providers and 16 unbundled providers – almost a 20% increase over our 2013 effort. Note that there is no charge to participate.

Compared to the 2013 edition, we welcomed back these 8 bundled providers: AIG, CNA, ESIS, Gallagher Bassett, Liberty Mutual, Risk Sciences Group, Sedgwick, and Travelers.

A new 2015 response was also received from York Risk Services Group.

Chubb completed our 2015 questionnaire, and then asked us to redact and delete their responses. Zurich responded in 2013, but did not respond for the current review.

For unbundled providers in 2015, we welcomed back 12 RMIS platforms: APP Technologies, CSC, DAVID Corp, Ebix, INFORM Applications, MountainView Corporation, Origami Risk, Riskonnect, Risk Sciences Group, Marsh ClearSight (fka Stars), Systema Software, and Ventiv Technologies (fka Aon eSolutions).

New 2015 responses were also received from these 4 unbundled providers: EFFISOFT, JDi Data, PCIS, and Solartis.

Thank You
We thank you – the reader – for your interest in this material. It is our firm belief that publications like this simply make comparative information more accessible and more relevant. We hope that you appreciate several enhancements throughout this document whereby we have sought to present a giant amount of material in the most digestible way.
Lastly, we thank Dave Tweedy for his vigilant dedication to his own exacting standards. When it comes to navigating the complex world of bundled and unbundled RMIS platforms, Dave is unmatched in both knowledge & experience as well as his inclination to provide fair & impartial assessments above all else. It’s a true pleasure to work with Dave on this project.

Look Ahead & Look Back
Reader comments and questions are invited via RMISsurvey@advisen.com

RMIS Providers who want to participate or keep us updated should use the RMIS Provider Info submission button located on: http://www.advisenltd.com/research/rmis-review-dave-tweedy

To download the 2013 RMIS Review Provider Assessment or the 2014 RMIS Review User’s Perspective, use the links posted at the bottom of this page: http://www.advisenltd.com/research/rmis-review-dave-tweedy

To learn about sponsorship opportunities in the 2016 edition, contact Ads@advisen.com

Jeffrey Cohen
Executive Vice President
Advisen
SUMMARY RANKING FOR BUNDLED PROVIDERS

<table>
<thead>
<tr>
<th>Insurer Systems</th>
<th>Provider</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AIG</td>
<td>Excellent</td>
</tr>
<tr>
<td>2</td>
<td>Travelers</td>
<td>Excellent</td>
</tr>
<tr>
<td>4</td>
<td>Liberty Mutual</td>
<td>Excellent</td>
</tr>
<tr>
<td>5</td>
<td>CNA</td>
<td>Good</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>TPA Systems</th>
<th>Provider</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Broadspire</td>
<td>Excellent</td>
</tr>
<tr>
<td>2</td>
<td>Gallagher Bassett</td>
<td>Excellent</td>
</tr>
<tr>
<td>2</td>
<td>York</td>
<td>Excellent</td>
</tr>
<tr>
<td>4</td>
<td>Sedgwick CMS</td>
<td>Excellent</td>
</tr>
<tr>
<td>5</td>
<td>ESIS</td>
<td>Excellent</td>
</tr>
</tbody>
</table>

TECHNOLOGY vs. FUNCTIONALITY

This diagram is meant to represent a graphical depiction of two of the three significant elements of an RMIS: Functionality and Technology. What isn’t represented is “Organization”. As you can see, the top rated systems with superior technology and a wide breadth of functionality are shown at the upper right of the chart.
American International Group, Inc. (AIG) is a leading international insurance organization serving customers in more than 100 countries and jurisdictions. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurers.

IntelliRisk Services offers risk management information services for policyholders of AIG Insurance. Our suite of products helps customers manage their claim programs and reduce costs. Designated business and technology professionals back all RMIS products and services and work with our customers to provide customized solutions.

Strengths
- Excellent claims analysis tool
- Excellent use of multiple browser technology and mobile devices
- Well-supported by senior management

Weaknesses
- Limited in policy and risk tracking
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Dave Tweedy
CMC, RMIS Director
Bickmore
MINIMUM RMIS STANDARDS

Risk Management Information Systems take many forms and have since their inception in the late 1960s when Corporate Systems first introduced a mainframe based system that took feeds from insurance companies and generated large paper loss runs in some organized format. Technology and tools have progressed significantly since those days. But, even today, Excel spreadsheets remain a very popular choice for an RMIS. I know of two Fortune 100 companies who only recently switched to off-the-shelf systems from Excel this year.

So what should define a proper RMIS? We believe the RMIS must possess, at least, the following attributes:

1. **Technology:**
   - Web based
   - SaaS (software as a service preferred)
   - Multiple browsers supported (at least IE and either Chrome, Firefox or Safari)
   - Supports some devices (iPhone and/or Droid smartphones; tablets)
   - High level of platform and system security
   - Ability to easily integrate with internal systems (HR, general ledger, etc.)

2. **Functionality:**
   - Data aggregation through powerful databases
   - Robust, yet simple to use, reporting
   - Visual (dashboards, graphics)
   - Supports multiple lines of business
   - Some policy management
   - Certificates of insurance
   - Multi-lingual, multi-currency helpful
   - Business intelligence reporting available

3. **Organization:**
   - Experienced sales and support personnel
   - High degree of research and develop investment
   - User conference and/or frequent conference calls and emails to clients
   - Commitment to grow and expand

4. **User Perspective:**
   - Immediate returned calls or emails
   - Intuitive system (easy to learn and use)
   - On-line help videos or FAQs
   - Consistent service team (no frequent switching of people)
DAVE TWEEDY’S COMPARISON & EVALUATION

Since I first started writing RMIS Review in 1984, the primary goal has been to provide the reader with information on the most significant risk and claims management information systems available today.

Like before, we contend that those vendors and systems represented in this analysis are the best available in this niche marketplace. We are always interested in expanding the number of vendors participating in the Review.

We are pleased to have PCIS, Solartis and JDi as new participants. We welcome back Effisoft after a few years’ hiatus. We hope that the Hartford and Zurich will return to RMIS Review in the future. We almost had Chubb but they changed their mind at the last minute.

As before, the Review is divided between Bundled and Unbundled system providers. Bundled is simply defined as systems that remain with the vendor if the client leaves. If someone had Broadspire or Travelers as a TPA or insurer, they would have access to the proprietary RMIS of those firms. If the client left to another TPA or insurer, they would be getting a new bundled RMIS. By contrast, an unbundled RMIS is portable and stays with the client regardless of the TPAs or insurers involved.

Evaluation Criteria:

Similar to the 2013 survey, our primary source of information came from the vendors themselves. Bundled vendors responded to an 84 questions while unbundled vendors had 96 questions to answer. The questionnaires focused on the following major categories, each with their own contributing factors. Here is table identifying the Evaluation Criteria:

<table>
<thead>
<tr>
<th>Technology</th>
<th>Functionality</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Architecture</td>
<td>Lines of business supported</td>
<td>Stability &amp; Support</td>
</tr>
<tr>
<td>System Scalability*</td>
<td>Dashboards &amp; Alerts</td>
<td>Service &amp; Sales team</td>
</tr>
<tr>
<td>Platform</td>
<td>Standard Reports</td>
<td>R&amp;D investment</td>
</tr>
<tr>
<td>Mobile Devices</td>
<td>Policy &amp; Exposure</td>
<td>Growth*</td>
</tr>
<tr>
<td>Security</td>
<td>Analytics &amp; Metrics</td>
<td>Client Retention*</td>
</tr>
<tr>
<td>Browser Neutrality</td>
<td>Claims Management</td>
<td>User Conference</td>
</tr>
<tr>
<td></td>
<td>Claims Administration*</td>
<td>Market Penetration*</td>
</tr>
<tr>
<td></td>
<td>3rd party reporting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other system interfaces*</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Multi-lingual; multi-currency</td>
<td></td>
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</tbody>
</table>

*Not used with Bundled vendors

The majority of this Review will be based on what the vendors said about themselves. We even use material from each vendor’s website to introduce each individual write-up. However we at RMIS Review reserve the right to include our market experience and understanding in the evaluation process. Unlike 2013, User Feedback is not a part of this study.
We will conduct a revised and updated User Feedback-based review in 2016.

As a matter of fact, we would appreciate readers’ suggestions on what they would like to have reviewed in both the User Feedback and Functionality reviews in future releases.

**Rating Discussion**

We will be changing our rating schema this year to one similar to Gartner. Instead of numerical or alpha ratings (such as 1 to 5 or A+ to D-) we will be using the following qualitative terms to describe the rates:

- **Superior:** Meets all criteria posed in questionnaire, plus RR’s market knowledge
- **Excellent:** Meets most of the criteria posed, plus RR’s market knowledge
- **Good:** Meets a good percentage of criteria posed, plus RR’s market knowledge
- **Average:** Meets about half of criteria posed, plus RR’s market knowledge
- **Below Average:** Meets few of criteria posed, plus RR’s market knowledge.

Behind the scenes, however we will be using the numerical rating similar to RR’s 2013 and 2014 versions to gauge how each vendor answered a question and add our opinion/interpretation based on our market experience. The exact rates will remain with me at Bickmore.

Each individual vendor/system write-up will have an introduction (mostly taken from the vendor’s own website), followed by the actual survey they filled out, then with a closing commentary by us. We will list the Strengths and Weaknesses and then follow up with an overall individual evaluation, assigning the appropriate rating (from Superior to Below Average).

Our individual numerical ratings and algorithms remain with us. We translate those into the Superior to Below Average ratings that you see in the Review.
ABOUT ADVISEN

Advisen is leading the way to smarter and more efficient risk and insurance communities. Through its information, analytics, ACORD messaging gateway, news, research, and events, Advisen reaches more than 150,000 commercial insurance and risk professionals at 8,000 organizations worldwide. The company was founded in 2000 and is headquartered in New York City, with offices in the US and the UK. Visit www.advisenltd.com to learn more.

ABOUT BICKMORE

Bickmore is one of the nation’s largest independent, non-brokerage risk management, group administration, actuarial services, and consulting firms. Bickmore was acquired by York Risk Services Group, Inc. in April, 2014, and continues to operate as an independent consulting business unit.

Our clients include both public and private entities in over 30 states. The firm employs more than 100 professional and support staff, including credentialed insurance and safety professionals, experienced pool managers, certified public accountants, attorneys, credentialed actuaries, and certified workers’ compensation specialists. Bickmore is headquartered in Sacramento, California, and also has offices in Oakland, Dana Point, and Orange, California, Medford and Portland, Oregon, and Providence, Rhode Island. Visit www.bickmore.net for more information.

Dave Tweedy

David Tweedy brings over thirty years of risk technology and claims management experience to Bickmore’s RMIS practice. He provides both private and public sector clients with risk information technology strategies creating premium solutions in this ever changing and growing area of risk management. As a leading expert in RMIS and claims management he has worked with a variety of organizations, from large corporations to public entities in assessing and redesigning insurer, TPA and independent based systems and improve their efficiency from technical, data quality and functional perspectives.

Paul Cross

In his role as Senior Consultant at Bickmore, Paul Cross provides data analysis, application development and reporting activities for Enterprise Risk Management, Strategic Risk Management, Claims Administration, Regulatory and Information Technology projects. He has over 20 years experience in the industry and has held positions as actuarial analyst, information systems director, and risk management consultant.
AIG has the tools to help customers and brokers around the world manage their claims program and reduce costs.

IntelliRisk® provides fast, convenient access to basic claim and policy information with the ability to create month-end and point-in-time valued loss reports on demand.

IntelliRisk® Advanced offers sophisticated risk and claim management features such as an interactive dashboard, real time access to Adjuster Activity Notes, proactive alerts on significant claim events, customizable ad hoc and standard reports, Profiling to identify high cost claims, OSHA reporting and much more. A mobile version is available that can be accessed using a web-enabled Smartphone or tablet.

Data from around the world is consolidated and available in multiple common currencies, providing true global analysis and reporting capabilities.

To learn more about IntelliRisk products and services visit www.aig.com/intellirisk or call 1 800 767 2524 (U.S./Canada) | 1 973 402 2802 (International)