

## CASE STUDY

### FORTUNE 500 INDUSTRY RMIS SUCCESS

# HOW A LONG-TERM CLAIMS MANAGEMENT PARTNERSHIP WAS LEVERAGED TO SIMPLIFY GLOBAL DATA VALUE COLLECTION CYCLE TIMES, REDUCE RISK MANAGEMENT STAFF MANUAL CONSOLIDATION EFFORTS, AND AUTOMATE INFORMATION DISTRIBUTION.

Our client is a high-quality, well-known Retail/Restaurant organization, and we are incredibly proud of our multi-decade relationship with this remarkable company. Together we have leveraged Gallagher Bassett's LUMINOS platform to implement sophisticated RMIS data value collection processes and management tools to help them successfully manage their insurance policy renewal programs.

### INDUSTRY PROOF POINTS



Only hybrid TPA RMIS solution merging Origami Risk features with our intellectual capital and proprietary computing tools



Industry-first integrated Interactive Dashboards featuring KPI, legal score, and claim handling quality metrics



Most comprehensive TPA RMIS feature set available in the bundled market



Strongest bundled RMIS economic value proposition in the industry



NPS of 9.7

Our long-term relationships are the foundation for high-performing Risk Management programs that exceed our client's expectations.

To best serve our valued client, carrier, and broker partners, Gallagher Bassett offers LUMINOS, an industry-leading hybrid RMIS solution. Bundled with our claim services, our partnership with Origami Risk allows us to deploy complex RMIS solutions that serve the evolving data management needs of our sophisticated client base.

Collaborating with Gallagher Bassett, our client's Risk Management team outlined the manual process associated with their existing global property insurance renewal cycle data collection challenges. Resource intensive processes, long data collection cycle times and data errors were all impacting their activities and slowing down their renewal timelines.

Working within the confines of previously established project budgets and utilizing our LUMINOS RMIS product suite, we collaborated to design a set of processes utilizing our Expanded Services offerings to automate their data collection activities around the globe.

Implemented and accessible across the globe in more than 80 countries, our customized online data collection processes include easy-to-use tools that ensure data accuracy. With client access and analytics to monitor results around the world, the accompanying data collection cycle times have dropped from many months to days. Additionally, our client Risk Management teams estimate that they spend just 25 percent of their original allocated hours estimate on data collection—an astounding reduction in required work hours allowing that time to be reinvested into the program. Successful modern-day risk and claims management programs need timely views of ALL applicable program factors impacting Total Cost of Risk (TCOR), and we're excited to leverage LUMINOS to deliver tailored RMIS solutions for all Gallagher Bassett clients.

*As Joe Zinga, SVP – Risk Management, says, "At Gallagher Bassett, we are continuously thinking about how we can merge our claims expertise, intellectual capital, and computing technologies with our ecosystem of LUMINOS RMIS tools. Employing our add-on RMIS features and functions extends the reach of enterprise-wide risk management programs, easily manages diverse data sets, and simplifies information consolidation."*