



ADVISEN

Insurance Intelligence®

Q1: Contact Information

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Q2: Company Website

www.apptechnologies.biz

Q3: Product NameNote: Please include all names of systems currently supported

Incident Management System 3.5 (currently supported back to version 2.3)

Q4: Technology Deployment Options

Client server, Web: client hosted,
Web: Third party hosted (Public Cloud)

Q5: Lines of Business Supported

State WC	Standard
Federal WC (USLH, Jones Act)	Standard
General Liability	Standard
Auto	Standard
Property	Standard
Professional	Standard
Disability	Standard

Q6: Other lines of business supported

Warranty, Subrogation

Q7: Other related functionality

Policy Administration,
 Underwriting/Rating (Please list lines of business)
 ,
 Billing, Reinsurance/Excess,
 Agency Fee Commission tracking,
 Identify the lines of business your underwriting/rating module can underwrite:
 WC (experience mod calculations and premium & billing), Commerical Auto (premium & billing)

Q8: Please describe your system's document management capabilities.

Flexible color-coded, folder-based document management allows users to store any type of computer file and associate these files with specific claims, vehicles, parties, etc. captured as part of the incident/claim file. Drag-and-drop attaching as well as direct attachment from MS Outlook e-mails. Scan directly into the system or download photos directly from a digital camera. E-mails can also be forwarded directly into the system and automatically attached to the corresponding files.

Q9: Do you provide user-defined fields?

Yes,
 If Yes, are there any limitations on the number, field types or reporting capabilities on these fields?
 No. An unlimited number of fields can be defined and they can have any data type the user specifies. All user-defined fields can be used in the standard and ad hoc reporting tools.

Q10: Please identify all of the browsers supported by your system, including the earliest versions (i.e Internet Explorer 9)

IE 9 and later, Chrome all versions, Firefox all versions.

Q11: Please list the levels of hierarchy of your RMIS

The default hierarchy is 1-Company, 2-Division, 3-Facility. Additional hierarchical levels can be added as a customization.

PAGE 3: SYSTEM FUNCTIONALITY

Q12: Dashboards and Alerts

Configurable dashboard	Configurable
Downloadable	Standard
Email alerts	Standard
Dashboard alerts	Configurable
Clmt. Search from home page	Standard
Multi-level hierarchy	Standard
Multi-currency	Custom
Multi-lingual	Unavailable

Q13: Maximum amount of dashboards allowed by your system No limit

Q14: Please describe any unique dashboard or alert that we did not list above *Respondent skipped this question*

Q15: Standard Reports

Scheduled reports with auto distribution	Configurable
Report Bursting	Configurable
Ad hoc reporting	Standard
“As of” date reporting	Standard
Searchable PDF reports	Standard
Download to Excel and PDF	Standard
Offline data manipulation allowed	Unavailable
Policy Erosion reports	Standard
Loss triangles for data development and trending	Standard
Deductible reimbursement tracking	Standard
Profiling, red-flagging events	Standard
Goal tracking	Configurable
Loss forecasting	Configurable
Experience Modification	Standard
Cost of risk/premium allocation	Custom
Underwriting/rating calculation	Custom

Q16: Policy and Exposure Tracking

Policy tracking (list of policies)	Standard
Policy management (details of policies)	Standard
Underwriting	Configurable
Certificate tracking	Standard
Certificate issuance	Standard
Property tracking (values)	Standard
Safety/loss control analysis	Standard
Bonds/contracts tracking	Configurable
Asset Management	Standard
COPE Tracking	Standard
Fleet Management	Standard
Integrated Policy Management	Standard
Basic Values / Exposures Entry	Configurable
Retention vs Premium Calculator	Configurable
Coverage Gaps and Overlaps	Configurable
Intelligent Mapping	Custom
Please explain your intelligent mapping software capabilities	Integrated with Google Maps, we can plot heat graphs or other location-based data based on the customer's request

Q17: Analytics & Metrics Analysis: Please describe any third party software used to perform business analytics

Respondent skipped this question

Q18: Typical Analytics/Metrics reports

Key Performance Indicators (KPI) measurements	Configurable
Loss Forecasting	Configurable
Cost of risk allocation	Custom
Heat Map reports on loss distribution/location	Custom
Other Key Reports	loss ratios

Q19: How, if at all, does your RMIS compare client data to non-client data?

We do not currently offer that option.

Q20: Please describe any features or functions that are designed to support enterprise risk management processes:

Risk Register / Hazard Assessments identify risks in the organization. Reducing these risks can also be managed from IMS by selecting classes of risks to target and a catalog of matching risks are rolled into a managed action campaign.

Q21: Please provide a list of current innovations that you are currently working on to deploy at a future date

- 100% user-configurable dashboard as a standard feature.
- Mobile app for accepting first reports/FNOL with mobile reporting and analytics

Q22: Other notable features or comments

Our unique incident-based approach gears the system for a strong risk focus. Claims diary and activity log.

PAGE 4: Claims Self Administration Features

Q23: Please describe how your system develops a TCOR (total cost of risk) estimation

Our system primarily focuses on claims management and although we have many supporting capabilities to identify other organizational risks we do not formally have a TCOR calculation. We work with individual clients to help them create monetized reports per their needs.

Q24: Please describe your business process / workflow collection tools

We have a configurable business rules engine that allows users to build workflows within the system based on the occurrence of different "events" during the life and management of claims. The completion of certain tasks will then trigger reminders, documents, e-mails, or other actions within the system to drive the flow forward. The adjustment of a reserve above a defined threshold, for example, could suspend those reserves pending approval by a supervisor, who would receive an e-mail and a "to-do" in their follow-up.

Q25: Claims management features

Customizable Diary	Standard
Adjuster Notes access (if applicable)	Standard
Reserve Analysis (worksheet)	Configurable
Other Claim Management Features	ISO ClaimSearch integration. Automatic recurring payments (e.g. indemnity). Full subrogation/salvage module with recovery reserves, demand letters, invoicing, and collections. MMSEA Section 111 reporting via our MIR Express service.

Q26: Claims administration features

Incident Tracking	Standard
Check writing	Standard
Utilization review	Standard
Medical Bill Repricing	Configurable
Transitional Work Management	Standard
Built-in Reserve Estimation Worksheets	Standard
Fraud Detection capability	Standard
Encryption of sensitive data	Standard
Subrogation & Salvage Tracking	Standard
Comprehensive Litigation Management Tracking	Standard
Adjuster Tracking/Performance	Standard

Q27: Third party reporting and documentation

OSHA reporting	Standard
NCCI Reporting	Custom
1099 Reporting	Standard
First Report of injury	Standard
FROI/SROI reporting	Standard
CMS reporting	Standard
EDI reporting	Standard

Q28: Other notable features or comments

Respondent skipped this question

PAGE 5: Software, Technology and Security

Q29: Did your organization develop the software platform your solution resides on?

Yes

Q30: If another organization develops the software platform your solution is based upon, please describe this relationship.

Respondent skipped this question

Q31: Who maintains your software platform?

APP

Q32: What software is used to track your RMIS solution's defects, bugs, and problems?

A proprietary logging and error reporting system developed in-house.

Q33: Do you have a need to develop software outside of your primary platform? No

Q34: If so, what applications are involved? *Respondent skipped this question*

Q35: What third party vendors do you partner with to provide functionality?

ISO ClaimSearch, WorkersCompensation.com

Q36: Does your firm use off-shore resources at all? No

Q37: Who maintains your software infrastructure?

For hosted solutions, we use Amazon and Microsoft Azure.

Q38: Are there multiple, separate data center facilities used to host data for global clients?

Yes.

Q39: Do you provide the ISO 27001 certification to your clients? No

Q40: Does your solution allow for full encryption at rest for all client data in all hosting facilities used by your organization? Yes

Q41: Does your solution provide the ability to encrypt specific fields while at rest? Yes

Q42: What technology/data standards are used/supported by your application? (e.g. WSI, WSS, ACCORD XML)

WS-Security on our web services

Q43: Describe encryption protocols used within, and in communication with, the product.

SSL, SSH, PGP

Q44: Describe any API offered

API calls are available for creating files, querying claim data, updating employee information, updating vehicle fleet data, updating company hierarchy and location data

Q45: CLIENT HOSTED DEPLOYMENTS Minimum recommended hardware requirements and any third party software licensing requirements

Multi-core CPU, 8GB RAM, 1TB+ HDD, MS SQL Server 2008 R2 or later required.

Q46: CLIENT HOSTED DEPLOYMENTS Does the product support, and has it been tested with, virtualization software (VMware)?

Yes. IMS runs on VMware and Hyper-V without any issues.

Q47: VENDOR or THIRD PARTY HOSTED DEPLOYMENTS SAS 70 audit (vendor/third party hosted versions only)

None

Q48: Does your company purchase cyber risk coverage to protect your clients' data assets?

Yes

Q49: Any additional comments related to software, technology and security

Respondent skipped this question

PAGE 6: Interfaces

Q50: List standard insurer/TPA interfaces (in order of frequency)

Zurich
 Broadspire
 Gallagher Bassett
 AmeriHealth
 Great West
 Penser
 Providence
 Tri-Star

Q51: Please describe your approach to state EDI compliance (e.g. vendor partnerships) and the breadth of your existing capabilities.

We support IAIABC R1/R3, FROI, SROI reporting natively in our software. For the states that we have not worked with yet, we are able to incorporate the state-specific rules and triggers, as needed, at a cost to the client.

Q52: Other System interfaces

User authentication (e.g. LDAP)	Standard
HR Payroll	Standard
Accounting	Standard
External Document Management Services	Configurable
External Bill Review Services	Configurable

Q53: Other interfaces not listed above

Fleet, Field Operations Systems, Vehicle Dispatch Systems

Q54: What is your hourly rate for custom interface work?

\$195

PAGE 7: Training, Support and Customer Feedback

Q55: Briefly describe your standard training approach (when and to whom) and your methods utilized

Our standard course of training starts with a two-day (16-hour) series of in-person, instructor-led training with a customized set of topics specific to the client and their needs. We perform both end-user, IT, and "train the trainer" training. On-site training is done as part of the initial system rollout and follow-up training can be done in-person or via webinar-style online sessions.

Q56: Number of staff dedicated to training and/or support

2

Q57: Support types offered:

Toll free number,
 Dedicated (not pooled) support person,
 Online help, Print user manual,
 Screen "tips" or mouse-overs, Video tutorials

Q58: Telephone support hours

8am-6pm Eastern; after-hours support available 24/7 via message with an operator and a callback from an APP support tech.

Q59: Position regarding support of prior product versions

Provided the end-user maintains a support contract with us, we will support any prior version so long as it is running on a Microsoft-supported Windows operating system (i.e. Windows Vista or newer).

Q60: Do you host a user conference?

No

Q61: What was the date of your last user conference?

Respondent skipped this question

Q62: How many customers / prospects were in attendance?

Respondent skipped this question

Q63: What other methods do you use to obtain customer and/or prospect feedback and input on feature priorities?

Online surveys, on-site reviews, feature request list from support calls, demos, and other customer interactions.

PAGE 8: Implementation

Q64: Describe your delivery team's structure: Do you have a dedicated service team approach or does one account executive handle multiple responsibilities?

All our developers are asked to participate in supporting the solutions so they are dedicated to development and support. Support is not routed through the account executives.

Q65: Do you have dedicated business analysts?

No.

Q66: Describe your process of tracking delivery team activities

We use Microsoft Project (Gantt charts) to identify requirements, assign responsibilities, and track progress.

Q67: Do you have a defined methodology for implementing projects?

Yes.

Q68: Do you have a defined oversight or governance process for your implementations?

A project manager from our team is assigned to keep our deliverables on-track so there is accountability.

Q69: How long is the typical implementation time?

2-6 months.

PAGE 9: Business Information

Q70: What was the year of your first RMIS implementation?

2003

Q71: Parent Company (if applicable)

Respondent skipped this question

Q72: Business Locations

Norwalk, CT

Q73: Top Officers

Top Executive 1:

Paul McLaughlin

2015 RMIS REVIEW Questionnaire: Unbundled Vendors

Q74: Number of employees (RMIS division only) in 2013

Executives / Senior Management	1
Product Management, Marketing & Sales	2
Project Management, Development and Quality Assurance	2
Customer Support and Training	2
Other	2
Total Employees	6

Q75: Number of employees (RMIS division only) in 2014

Executives / Senior Management	1
Product Management, Marketing & Sales	2
Project Management, Development and Quality Assurance	3
Customer Support and Training	2
Other	2
Total Employees	8

Q76: Total annual revenue for all product versions offered *Respondent skipped this question*

Q77: Approximate percent of revenue spent on R&D *Respondent skipped this question*

Q78: Customer Statistics

Total Current Parent Level Clients –this client version	15
Total Current Parent level Clients- all previous versions	55
Total Current Users—all versions	600
New Clients in Last Fiscal Year	6
Largest Number of Users in Single Contract	50
Number of lost clients in Last Fiscal Year	1

Q79: Largest customer markets (Please rank top 5)

Construction	2
Healthcare	4
Hospitality/Entertainment	5
Insurers/TPAs	3
Transportation	1

Q80: Please rank order how you obtain most new accounts (unbundled systems only)

Competitive RFPs	2
Sole source (no competition)	1
Client merger/acquisition	3

Q81: Top 5 RMIS competitors

1.	Origami Risk
2.	CS STARS
3.	Riskconnect
4.	JW Software
5.	Mountain View

Q82: Predominant programming language .Net / C#, Visual Basic

Q83: Databases supported Microsoft SQL Server

Q84: Please identify all mobile devices that can be used by your system

iOS and Android devices can access the system.

Q85: Please list the RMIS-related revenue for the following years: *Respondent skipped this question*

Q86: Please identify all revenue-generating activities: Software license sales, Data Conversion and Consolidation activities, Ongoing maintenance

Q87: Please indicate the percentage of revenue derived from these activities:

Software license sales	65%
Custom applications	0%
Data Conversion and Consolidation activities	5%
Consulting	10%
Ongoing maintenance	20%

Q88: Does your RMIS act as a “channel partner” for any 3rd party information or a la carte services? No

2015 RMIS REVIEW Questionnaire: Unbundled Vendors

Q89: Pricing approach for ongoing usage (check all components that drive cost for client; do not check if no charges associated)

Site license, Module/LOB pricing, Named users, Non-named users (concurrent usage), Data conversions/feeds/EDI, Maintenance, Support, Integration with HR, A/P systems, Other (please specify)
Note: on-premises systems only have ongoing pricing for support and maintenance

Q90: Approximate total annual cost (ranges) excluding initial implementation

10 Named Users	\$25,000 - \$50,000
100 Names Users	\$100,000 - \$200,000

Q91: What are the associated fees and hourly rates to implement your system?

\$195/hr or priced flat based on an statement of work (SOW)

Q92: What is the typical one-time cost to implement your system?

Depends on whether the system is on-premises with a permanent license or cloud-based. For cloud installations, the one-time cost is typically \$5-15K

Q93: Additional comments on pricing

Respondent skipped this question

PAGE 11: Other Information

Q94: Please comment on your recent system uptime/availability performance, as well as methods that you use to measure and monitor it.

Above 99% for cloud-hosted systems as measured by the tools in Amazon AWS.

Q95: Please describe if your RMIS is multilingual.If so, please list the other languages supported.

Respondent skipped this question

Q96: List the top 3 reasons that you believe set you apart from other RMIS vendors

1	Incident-based approach
2	User-friendliness and usability
3	Value - capability for the money spent