



# ADVISEN

## Insurance Intelligence®

**Q1: Contact Information**

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**Q2: Company Website**

WWW.CNA.COM

**Q3: Product Name**  
**Note: Please include all names of systems currently supported**

eSight(r)

**Q4: Technology Deployment Options**

Web: client hosted

**Q5: Lines of Business Supported**

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

**Q6: Other lines of business supported**

N/A

**Q7: Please describe your system's document management capabilities.**

N/A

**Q8: Do you provide user-defined fields?**

Yes,

If Yes, are there any limitations on the number, field types or reporting capabilities on these fields?

CNA RMIS has the ability to capture 25 fields of customer defined data. These fields are populated and data uploaded into the eSight(r) system. All data fields are alphanumeric and can be up to 25 characters in length. These fields are available for users to include in files exported into Excel.

**Q9: Please identify all of the browsers supported by your system, including the earliest versions (i.e Internet Explorer 9)**

Internet Explorer 7 or newer and any version of Chrome released since 2013.

**PAGE 3: SYSTEM FUNCTIONALITY**

**Q10: Dashboards and Alerts**

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

**Q11: Maximum amount of dashboards allowed by your system**

See below.

**Q12: Please describe any unique dashboard or alert that we did not list above**

The Dashboard page is full customizable by the user. There are 2 default dashboards (Recent Claims and Recently Closed Claims) on the page and an additional 10 dashboards (e.g., Total Incurred, Five Largest Open Claims, Policy Year Summary, etc.), from which a user can drag-and-drop to the page. In addition, each dashboard has a filter option that enables the user to further customize the display on his/her needs. For instance, the Five Largest Open Claims dashboard permits filtering by coverage. A user could drag-and-drop 2 instances of the dashboard, one filtered by Workers Compensation claims and the other filtered by Auto Claims. The dashboards can be easily minimized, expanded, or removed to fit page view as needed.

**Q13: Standard Reports**

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

**Q14: Policy and Exposure Tracking**

Policy tracking (list of policies)	Unavailable
Policy management (details of policies)	Unavailable
Underwriting	Unavailable
Certificate tracking	Unavailable
Certificate issuance	Unavailable
Property tracking (values)	Unavailable
Safety/loss control analysis	Unavailable
Bonds/contracts tracking	Unavailable
Asset Management	Unavailable
COPE Tracking	Unavailable
Fleet Management	Unavailable
Integrated Policy Management	Unavailable
Basic Values / Exposures Entry	Unavailable
Retention vs Premium Calculator	Unavailable
Coverage Gaps and Overlaps	Unavailable
Intelligent Mapping	Unavailable
Please explain your intelligent mapping software capabilities	Policy and Exposure Tracking is not available in eSight(r).

**Q15: Analytics & Metrics Analysis: Please describe any third party software used to perform business analytics**

N/A

**Q16: Typical Analytics/Metrics reports**

Key Performance Indicators (KPI) measurements	Unavailable
Loss Forecasting	Unavailable
Cost of risk allocation	Unavailable
Heat Map reports on loss distribution/location	Unavailable

**Q17: How, if at all, does your RMIS compare client data to non-client data?**

N/A

**Q18: Please describe any features or functions that are designed to support enterprise risk management processes:**

eSight(r) is designed to provide the ability to view and analyze claim information to CNA insureds and is not an enterprise management application.

**Q19: Other notable features or comments**

*Respondent skipped this question*

**PAGE 4: Claims Self Administration Features**

**Q20: Please describe how your system develops premium and loss allocation estimation**

N/A; eSight(r) is not a claim administration system.

**Q21: Please describe your business process / workflow collection tools**

N/A; eSight(r) is not a claim administration system.

**Q22: Claims management features**

Customizable Diary	Unavailable
Adjuster Notes access (if applicable)	Standard
Other Claim Management Features	N/A; eSight(r) is designed for CNA insureds to view and analyze their data. It is not a self administration system.

**Q23: Third party reporting and documentation**

OSHA reporting	Unavailable
NCCI Reporting	Unavailable
Other Carrier Data	Unavailable

**Q24: Other notable features or comments**

N/A; eSight(r) is designed for CNA insureds to view and analyze their data. It is not a self administration system.

**PAGE 5: Software, Technology and Security**

**Q25: Did your organization develop the software platform your solution resides on?**

No

**Q26: If another organization develops the software platform your solution is based upon, please describe this relationship.**

N/A

**Q27: Who maintains your software platform?**

Based on current contractual obligations and security protocols we do not publicly provide this information.

**Q28: What software is used to track your RMIS solution's defects, bugs, and problems?**

Remedy

**Q29: Do you have a need to develop software outside of your primary platform?**

No

**Q30: If so, what applications are involved?**

*Respondent skipped this question*

**Q31: What third party vendors do you partner with to provide functionality?**

N/A

**Q32: Does your firm use off-shore resources at all?**

Yes,

If yes, what company?  
Based on current contractual obligations and security protocols we do not publicly provide this information.

**Q33: Who maintains your software infrastructure?**

Based on current contractual obligations and security protocols we do not publicly provide this information.

**Q34: Are there multiple, separate data center facilities used to host data for global clients?**

No

**Q35: Do you provide the ISO 27001 certification to your clients?**

No

**Q36: Does your solution allow for full encryption at rest for all client data in all hosting facilities used by your organization?**

No

**Q37: Does your solution provide the ability to encrypt specific fields while at rest?**

Yes

**Q38: What technology/data standards are used/supported by your application? (e.g. WSI, WSS, ACCORD XML)**

N/A

2015 RMIS REVIEW Questionnaire: Bundled Vendors

**Q39: Describe encryption protocols used within, and in communication with, the product.**

SSL

**Q40: Describe any API offered**

None

**Q41: VENDOR or THIRD PARTY HOSTED DEPLOYMENTSSAS 70 audit (vendor/third party hosted versions only)**

*Respondent skipped this question*

**Q42: Does your company purchase cyber risk coverage to protect your clients' data assets?**

*Respondent skipped this question*

**Q43: Any additional comments related to software, technology and security**

We have no vendor or third-party hosted deployments.

**PAGE 6: Interfaces**

**Q44: List standard insurer/TPA interfaces (in order of frequency)**

None.

**Q45: What is your hourly rate for custom interface work?**

N/A

**PAGE 7: Training, Support and Customer Feedback**

**Q46: Briefly describe your standard training approach (when and to whom) and your methods utilized**

Online tutorials, job aids and FAQs are readily available for training and reference from the eSight(r) main page. Webinar and one-on-one telephonic training is also available, depending on user needs. Designated consultants and 1-800 Client Support personnel are available to respond to specific function training requests.

**Q47: Number of staff dedicated to training and/or support**

5

**Q48: Support types offered:**

Toll free number,  
Dedicated (not pooled) support person,  
Online help, Video tutorials

**Q49: Telephone support hours**

Monday thru Friday, 7:00 AM CT - 6:00 PM CT

**Q50: Position regarding support of prior product versions**

All updates are applied to all users. At any given time, all users are on the current version.

**Q51: Do you host a user conference?** No

**Q52: What was the date of your last user conference?** N/A

**Q53: How many customers / prospects were in attendance?** N/A

**Q54: What other methods do you use to obtain customer and/or prospect feedback and input on feature priorities?**

An eSight(r) user survey was conducted in October 2014 and will be conducted annually. In addition, our Client Services Managers and Underwriters who are in periodic contact with our clients are encouraged to ask questions and provide RMIS with feedback.

**PAGE 8: Implementation**

**Q55: Describe your delivery team's structure: Do you have a dedicated service team approach or does one account executive handle multiple responsibilities?**

Either, depending on the customer-specific services agreement.

**Q56: Do you have dedicated business analysts?**

There are designated consultants assigned depending on the customer-specific services agreement.

**Q57: Describe your process of tracking delivery team activities**

We use a tracking database with query and report functionality.

**Q58: Do you have a defined methodology for implementing projects?**

Access to eSight(r) is set up for CNA insureds, agents, and brokers only. New account setup is a one-step data entry process that leverages CNA's infrastructure.

**Q59: Do you have a defined oversight or governance process for your implementations?**

N/A



**Q60: How long is the typical implementation time?**

New users are identified, set up, and provided with access information within approximately 10 days of notification to RMIS.

**PAGE 9: Business Information**

<b>Q61: What was the year of your first RMIS implementation?</b>	1996
<b>Q62: Parent Company (if applicable)</b>	CNA
<b>Q63: Business Locations</b>	<i>Respondent skipped this question</i>
<b>Q64: Top Officers</b>	
Top Executive 1:	Tom Motamed, Chairman and CEO
Top Executive 2:	Craig Mense, EVP and CFO
Top Executive 3:	Tom Pontarelli, EVP and Chief Administrative Officer
<b>Q65: Number of employees (RMIS division only) in 2013</b>	
Executives / Senior Management	1
Product Management, Marketing & Sales	0
Project Management, Development and Quality Assurance	0
Customer Support and Training	5
Other	4
Total Employees	10
<b>Q66: Number of employees (RMIS division only) in 2014</b>	
Executives / Senior Management	1
Product Management, Marketing & Sales	0
Project Management, Development and Quality Assurance	0
Customer Support and Training	5
Other	1
Total Employees	7
<b>Q67: Total annual revenue for all product versions offered</b>	We choose not to disclose this information.
<b>Q68: Approximate percent of revenue spent on R&amp;D</b>	We choose not to disclose this information.

2015 RMIS REVIEW Questionnaire: Bundled Vendors

**Q69: Customer Statistics**

Total Current Parent Level Clients –this client version	372
Total Current Parent level Clients- all previous versions	372
Total Current Users—all versions	1301
New Clients in Last Fiscal Year	86
Largest Number of Users in Single Contract	30
Number of lost clients in Last Fiscal Year	69

**Q70: Largest customer markets (Please rank top 5)**

Other (please specify) eSight(r) is not marketed outside CNA.

**Q71: Top 5 RMIS competitors**

*Respondent skipped this question*

**Q72: Predominant programming language**

Java

**Q73: Databases supported**

Oracle

**Q74: Please identify all mobile devices that can be used by your system**

Any device that has access to the Web.

**PAGE 10: Pricing**

**Q75: Pricing approach for ongoing usage (check all components that drive cost for client; do not check if no charges associated)**

Named users, Maintenance, Support

**Q76: Does your RMIS act as a “channel partner” for any 3rd party information or a la carte services?**

No

**Q77: Approximate total annual cost (ranges) excluding initial implementation**

*Respondent skipped this question*

**Q78: What are the associated fees and hourly rates to implement your system?**

N/A

**Q79: What is the typical one-time cost to implement your system?**

N/A

**Q80: Additional comments on pricing**

None

**PAGE 11: Other Information**

**Q81: Please comment on your recent system uptime/availability performance, as well as methods that you use to measure and monitor it.**

eSight(r) has planned outages due to scheduled system maintenance. Unplanned outage was 103 hours in 2014.

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**Q82: Please describe if your RMIS is multilingual.If so, please list the other languages supported.**

eSight(r) is not multilingual.

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**Q83: List the top 3 reasons that you believe set you apart from other RMIS vendors**

- |   |  |
|---|--|
| 1 | Site is accessible 24/7 from any device that can access the Web  |
| 2 | Live person local support via our 1-800 RMIS Client Support Line |
| 3 | 30+ years average industry experience of RMIS staff              |