Q1: Contact Information

Name:	Heather McMinn
Company:	Liberty Mutual Insurance
Address:	150 Liberty Way
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State:	NH
ZIP:	03820
Country:	USA
Email Address:	heather.mcminn@libertymutual.com
Phone Number:	(603) 245-0889

Q2: Company Website   www.libertymutualgroup.com

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

RISKTRAC®

Q4: Technology Deployment Options   Web: Vendor Hosted (ASP

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

Leave services

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

RISKTRAC provides real-time access to scanned claim documents
stored in Liberty Mutual's electronic document management system. Customers can filter, view, save and print scanned documents.

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?
	No

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

Supported browsers include Internet Explorer 8-11, Chrome, and Safari OS/X Mavericks or later.

PAGE 3: SYSTEM FUNCTIONALITY

Q10: Dashboards and Alerts

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

Q11: Maximum amount of dashboards allowed by your system	No limit

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

WC Analytics interactive dashboard. This dashboard extends the use of data uncovered by the Liberty Mutual proprietary workers compensation data analytics and predictive modeling. Informing individual risk managers of claims with the greatest potential severity allows them to identify opportunities to engage resources faster, strategize on settlements and return-to-work options. Business Insurance magazine has selected Liberty Mutual's RISKTRAC Workers Compensation Analytics Interactive Dashboard as one of 10 winners for its 2015 Innovations Awards.

Q13: Standard Reports

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

Q14: **Policy and Exposure Tracking**

Policy tracking (list of policies)	Standard
Policy management (details of policies)	Unavailable
Underwriting	Unavailable
Certificate tracking	Unavailable
Certificate issuance	Unavailable
Property tracking (values)	Unavailable
Safety/loss control analysis	Standard
Bonds/contracts tracking	Unavailable
Asset Management	Unavailable
COPE Tracking	Unavailable
Fleet Management	Unavailable
Integrated Policy Management	Unavailable
Basic Values / Exposures Entry	Configurable
Retention vs Premium Calculator	Unavailable
Coverage Gaps and Overlaps	Unavailable
Intelligent Mapping	Unavailable

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

We offer a dashboard module to clients with high annual claim volumes. This module includes over 40 exhibits to help idneotfy trends at a glance. Loss information can be filtered in a varitey of ways, drilled into, and exported.

Q16: **Typical Analytics/Metrics reports**

Key Performance Indicators (KPI) measurements	Standard
Loss Forecasting	Custom
Cost of risk allocation	Custom
Heat Map reports on loss distribution/location	Unavailable
Other Key Reports	Loss comparison report (compares two points in time e.g. current and prior month/quarter/year (Standard)

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

We address client-specific requirements for non-client comparisons within our custom report services group.

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

Respondent skipped this question

Q19: Other notable features or comments

RISKTRAC provides search and report features to help customer identify the claims that have triggered risk alerts in Liberty Mutual's proprietary workers compensation predictive models. This is a standard feature we've extended to our customers so they can benefit from early alerts and target claims sooner for additional resources, as appropriate.

PAGE 4: Claims Self Administration Features

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

We address client-specific requirements for loss allocations within our custom report services. This type of request may also be handled by Risk Management Consultants that work with the account management teams.

Q21: Please describe your business process / workflow collection tools

Respondent skipped this question

Q22: Claims management features

Customizable Diary	Standard
Adjuster Notes access (if applicable)	Standard
Reserve Analysis (worksheet)	Standard
Other Claim Management Features	Claim dashboard

Q23: Third party reporting and documentation

OSHA reporting	Configurable
NCCI Reporting	Unavailable
Other Carrier Data	Custom
Describe other carrier data & include names of carriers	We have provided data to most of the major carriers. For fronting carrier reporting we adhere to each carrier's requirements. We also offer data conversion services so that customers can add prior carrier data into RISKTRAC for consolidated claims management, loss reporting and analysis.

Q24: Other notable features or comments

Respondent skipped this question

PAGE 5: Software, Technology and Security

Q25: **Did your organization develop the software platform your solution resides on?**	Yes
Q26: If another organization develops the software platform your solution is based upon, please describe this relationship.	*Respondent skipped this question*
Q27: **Who maintains your software platform?**	
Liberty Mutual Commercial Insurance Information Technology	
Q28: **What software is used to track your RMIS solution's defects, bugs, and problems?**	
Rational Team Concert (RTC)	
Q29: Do you have a need to develop software outside of your primary platform?	*Respondent skipped this question*
Q30: If so, what applications are involved?	*Respondent skipped this question*
Q31: What third party vendors do you partner with to provide functionality?	*Respondent skipped this question*
Q32: **Does your firm use off-shore resources at all?**	Yes
Q33: **Who maintains your software infrastructure?**	
Liberty Mutual Commercial Insurance Information Technology	
Q34: **Are there multiple, separate data center facilities used to host data for global clients?**	
Yes	
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?**	Yes
Q37: **Does your solution provide the ability to encrypt specific fields while at rest?**	No
Q38: What technology/data standards are used/supported by your application? (e.g. WSI, WSS, ACCORD XML)	*Respondent skipped this question*

Q39: Describe encryption protocols used within, and in communication with, the product.	*Respondent skipped this question*
Q40: Describe any API offered	*Respondent skipped this question*
Q41: VENDOR or THIRD PARTY HOSTED DEPLOYMENTSSAS 70 audit (vendor/third party hosted versions only)	Type II
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	*Respondent skipped this question*

PAGE 6: Interfaces

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

Data extracts, fronting carrier reporting, and data conversions.

Q45: What is your hourly rate for custom interface work?	*Respondent skipped this question*

PAGE 7: Training, Support and Customer Feedback

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

We offer a variety of training options including a welcome/onboarding toolkit, weekly live instructor-led webinars, on-demand training videos, and a variety of topic-oriented guides that are accessible to all users thru the online Help library. The RISKTRAC Help Desk is available on demand via an 800# or email address to assist customers weekdays from 8am - 8pm ET.

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

28. This figure does not include the field account managers who also provide RMIS suppport to clients.

Q48: Support types offered:	Toll free number, Online help, Video tutorials

Q49: Telephone support hours

Monday-Friday 8am - 8pm ET

Q50: Position regarding support of prior product versions

All customers have only the current version.

Q51: Do you host a user conference? | *Respondent skipped this question*

Q52: What was the date of your last user conference? | 2012

Q53: How many customers / prospects were in attendance? | 113

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

Help desk closed loop surveys, ad hoc surveys, advisory board and account manager feeback.

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?

When onboarding a new client, Liberty Mutual's Distribution Service organization is on point to submit the request for RMIS services and this initiates the set-up process. RMIS personnel will perform the actual set-up of the requested products and services and will send the new users a welcome letter to get them started.

When onboarding a new client with a takeover of an existing claims inventory, our service organization has a project leader on point to coordinate the efforts amongst the involved systems and account team members.

Q56: Do you have dedicated business analysts?

We typically designate an analyst on large accounts.

Q57: Describe your process of tracking delivery team activities | *Respondent skipped this question*

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

Yes

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

Yes

Q60: How long is the typical implementation time?

Up to 10 business days for a new customer. For a new user at an existing customer the implementation time is up to 5 business days.

PAGE 9: Business Information

Q61: What was the year of your first RMIS implementation?

1983

Q62: Parent Company (if applicable)

Respondent skipped this question

Q63: Business Locations

RMIS operations are located in Dover, NH and Wausau, WI.

Q64: Top Officers

Respondent skipped this question

Q65: Number of employees (RMIS division only) in 2013

Respondent skipped this question

Q66: Number of employees (RMIS division only) in 2014

Respondent skipped this question

Q67: Total annual revenue for all product versions offered

Respondent skipped this question

Q68: Approximate percent of revenue spent on R&D

Respondent skipped this question

Q69: Customer Statistics

Largest Number of Users in Single Contract | 149

Q70: Largest customer markets (Please rank top 5)

Construction	2
Financial	5
Manufacturing	3
Retail/Distribution	4
Other (please specify)	1 - Services

Q71: Top 5 RMIS competitors

Respondent skipped this question

Q72: Predominant programming language

Java

Q73: Databases supported

Other (please describe) DB2

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

Apple iOS 6 and higher with Safari browser; and
Android Gingerbread, Ice Cream Sandwich, Jelly Bean, and KitKat with Chrome or Android browser. Other
configurations may work, however, those have not been tested & are not currently supported.

PAGE 10: Pricing

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

Respondent skipped this question

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?

Respondent skipped this question

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

Respondent skipped this question

Q80: Additional comments on pricing

Respondent skipped this question

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.

Respondent skipped this question

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

It is not multilingual.

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

1	Access to predictive model alerts & analytics on WC claims. RISKTRAC is continually enhanced with tools to accelerate a customer's recognition of the specific claims in their inventory that are at risk. Quicker identification affords the opportunity to better mitigate costs.
2	A highly responsive support organization with a culture of continuous improvement. In addition to answering customer questions, troubleshooting issues, and responding to various requests in a timely fashion, our analysts meet regularly to discuss and analyze the support calls we receive in an effort to identify opportunities to improve our product, training, support documentation and the overall customer experience.
3	Innovative, web-based and mobile tools. In the past year, we introduced RISKTRAC Mobile so customers can access P&C claim details and financials from their Smartphones ; 9 new on-demand training videos; and two new interactive dashboards to our Customer Dashboard module, including the WC Analytics interactive dashboard which was selected by Business Insurance magazine as one of 10 winners for its 2015 Innovations Awards.