



ADVISEN

Insurance Intelligence®

Q1: Contact Information

Name:	Russell Lindberg
Company:	MountainView Software
Address:	350 North 400 West
Address 2:	Ste. 100
City/Town:	Kaysville
State:	UT
ZIP:	84037
Country:	United States
Email Address:	russell@mvsc.com
Phone Number:	18885331122

Q2: Company Website

www.claimzonesoftware.com

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

ClaimZone Manager
ClaimZone Reporter
ClaimZone RMIS

Q4: Technology Deployment Options

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	Unavailable

Q6: Other lines of business supported

Specialty claim types and coverages are configurable

Q7: Other related functionality

Policy Administration

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

Respondent skipped this question

Q9: Do you provide user-defined fields?

Yes

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

Google Chrome, Firefox, Internet Explorer 9 (compatibility mode), Internet Explorer 10

Q11: Please list the levels of hierarchy of your RMIS

unlimited

PAGE 3: SYSTEM FUNCTIONALITY

Q12: Dashboards and Alerts

Configurable dashboard	Standard
Email alerts	Standard
Clmt. Search from home page	Standard
Multi-level hierarchy	Standard

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

Q16: Policy and Exposure Tracking

Policy tracking (list of policies)	Standard
Policy management (details of policies)	Standard
Underwriting	Unavailable
Certificate tracking	Unavailable
Certificate issuance	Unavailable
Property tracking (values)	Custom
Safety/loss control analysis	Custom
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

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	Custom
Loss Forecasting	Custom
Cost of risk allocation	Custom
Heat Map reports on loss distribution/location	Custom

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

Not available

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

Respondent skipped this question

2015 RMIS REVIEW Questionnaire: Unbundled Vendors

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

Respondent skipped this question

Q22: Other notable features or comments

Respondent skipped this question

PAGE 4: Claims Self Administration Features

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

Respondent skipped this question

Q24: Please describe your business process / workflow collection tools

Respondent skipped this question

Q25: Claims management features

Respondent skipped this question

Q26: Claims administration features

Incident Tracking	Standard
Check writing	Standard
Utilization review	Custom
Medical Bill Repricing	Custom
Transitional Work Management	Standard
Built-in Reserve Estimation Worksheets	Standard
Fraud Detection capability	Custom
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?

Respondent skipped this question

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

Respondent skipped this question

Q33: Do you have a need to develop software outside of your primary platform?

Respondent skipped this question

Q34: If so, what applications are involved?

Respondent skipped this question

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

Respondent skipped this question

Q36: Does your firm use off-shore resources at all?

Yes

Q37: Who maintains your software infrastructure?

Respondent skipped this question

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?	No
Q42: What technology/data standards are used/supported by your application? (e.g. WSI, WSS, ACCORD XML)	<i>Respondent skipped this question</i>
Q43: Describe encryption protocols used within, and in communication with, the product.	<i>Respondent skipped this question</i>
Q44: Describe any API offered	<i>Respondent skipped this question</i>
Q45: CLIENT HOSTED DEPLOYMENTS Minimum recommended hardware requirements and any third party software licensing requirements	<i>Respondent skipped this question</i>
Q46: CLIENT HOSTED DEPLOYMENTS Does the product support, and has it been tested with, virtualization software (VMware)?	<i>Respondent skipped this question</i>
Q47: VENDOR or THIRD PARTY HOSTED DEPLOYMENTS SAS 70 audit (vendor/third party hosted versions only)	Type II
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	<i>Respondent skipped this question</i>

PAGE 6: Interfaces

Q50: List standard insurer/TPA interfaces (in order of frequency)	<i>Respondent skipped this question</i>
--	---

2015 RMIS REVIEW Questionnaire: Unbundled Vendors

Q51: Please describe your approach to state EDI compliance (e.g. vendor partnerships) and the breadth of your existing capabilities.	<i>Respondent skipped this question</i>
Q52: Other System interfaces	
User authentication (e.g. LDAP)	Custom
HR Payroll	Custom
Accounting	Custom
External Document Management Services	Custom
External Bill Review Services	Custom
Q53: Other interfaces not listed above	<i>Respondent skipped this question</i>
Q54: What is your hourly rate for custom interface work?	<i>Respondent skipped this question</i>

PAGE 7: Training, Support and Customer Feedback

Q55: Briefly describe your standard training approach (when and to whom) and your methods utilized	<i>Respondent skipped this question</i>
Q56: Number of staff dedicated to training and/or support	<i>Respondent skipped this question</i>
Q57: Support types offered:	Toll free number, Dedicated (not pooled) support person, Online help, Screen “tips” or mouse-overs, Video tutorials
Q58: Telephone support hours	<i>Respondent skipped this question</i>
Q59: Position regarding support of prior product versions	<i>Respondent skipped this question</i>
Q60: Do you host a user conference?	No
Q61: What was the date of your last user conference?	<i>Respondent skipped this question</i>

2015 RMIS REVIEW Questionnaire: Unbundled Vendors

Q62: How many customers / prospects were in attendance?	<i>Respondent skipped this question</i>
Q63: What other methods do you use to obtain customer and/or prospect feedback and input on feature priorities?	<i>Respondent skipped this question</i>

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?	<i>Respondent skipped this question</i>
Q65: Do you have dedicated business analysts?	<i>Respondent skipped this question</i>
Q66: Describe your process of tracking delivery team activities	<i>Respondent skipped this question</i>
Q67: Do you have a defined methodology for implementing projects?	<i>Respondent skipped this question</i>
Q68: Do you have a defined oversight or governance process for your implementations?	<i>Respondent skipped this question</i>
Q69: How long is the typical implementation time?	<i>Respondent skipped this question</i>

PAGE 9: Business Information

Q70: What was the year of your first RMIS implementation?	2008
Q71: Parent Company (if applicable)	Gallager Bassett Services/Arthur J. Gallagher and Company
Q72: Business Locations	<i>Respondent skipped this question</i>
Q73: Top Officers	<i>Respondent skipped this question</i>
Q74: Number of employees (RMIS division only) in 2013	<i>Respondent skipped this question</i>

2015 RMIS REVIEW Questionnaire: Unbundled Vendors

Q75: Number of employees (RMIS division only) in 2014	<i>Respondent skipped this question</i>
Q76: Total annual revenue for all product versions offered	<i>Respondent skipped this question</i>
Q77: Approximate percent of revenue spent on R&D	<i>Respondent skipped this question</i>
Q78: Customer Statistics	<i>Respondent skipped this question</i>
Q79: Largest customer markets (Please rank top 5)	<i>Respondent skipped this question</i>
Q80: Please rank order how you obtain most new accounts (unbundled systems only)	<i>Respondent skipped this question</i>
Q81: Top 5 RMIS competitors	<i>Respondent skipped this question</i>
Q82: Predominant programming language	Java
Q83: Databases supported	Microsoft SQL Server
Q84: Please identify all mobile devices that can be used by your system	<i>Respondent skipped this question</i>
Q85: Please list the RMIS-related revenue for the following years:	<i>Respondent skipped this question</i>
Q86: Please identify all revenue-generating activities:	<i>Respondent skipped this question</i>
Q87: Please indicate the percentage of revenue derived from these activities:	<i>Respondent skipped this question</i>
Q88: Does your RMIS act as a “channel partner” for any 3rd party information or a la carte services?	<i>Respondent skipped this question</i>

PAGE 10: Pricing

Q89: Pricing approach for ongoing usage (check all components that drive cost for client; do not check if no charges associated)	Non-named users (concurrent usage), Read only (limited access users)
---	---

2015 RMIS REVIEW Questionnaire: Unbundled Vendors

Q90: Approximate total annual cost (ranges) excluding initial implementation	<i>Respondent skipped this question</i>
Q91: What are the associated fees and hourly rates to implement your system?	<i>Respondent skipped this question</i>
Q92: What is the typical one-time cost to implement your system?	<i>Respondent skipped this question</i>
Q93: Additional comments on pricing	<i>Respondent skipped this question</i>

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.
99.99%, continuous monitoring from multiple locations across US for response.
Q95: Please describe if your RMIS is multilingual. If so, please list the other languages supported.
No
Q96: List the top 3 reasons that you believe set you apart from other RMIS vendors
1 Unparalleled service
2 Remarkable value
3 Customizability