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Insurance Intelligence®

**Q1: Contact Information**

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**Q2: Company Website**

[www.sedgwick.com](http://www.sedgwick.com)

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

JURIS®, Sedgwick’s comprehensive claims system and its client-facing web service function, viaOne®, are proprietary intellectual property of Sedgwick. “JURIS®” and “viaOne®” are registered trademarks owned by Sedgwick.

**Q4: Technology Deployment Options**

Client server,  
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**

Sedgwick specializes in workers' compensation; disability, FMLA, and other employee absence; managed care; general, automobile, and professional liability; property loss adjusting; warranty and credit card claims services; fraud and investigation; structured settlements; Medicare compliance solutions; and forensic investigations.

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

Document and imaging management is integrated directly into Sedgwick's claim system, JURIS. All documents related to a claims, whether they are received via mail, fax, or other method are scanned upon receipt. Those scans are indexed and appended to the appropriate claim. This process seamlessly allows those with appropriate access to view the images. Paper documents are retained for 30 days after initial imaging to allow for rescanning if scan or index quality issues arise, and then are securely destroyed.

**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?  
 Sedgwick's system provides clients with an unlimited number of customizable fields for their unique data capturing needs. Clients can title the fields as well as define their length, characteristics, and acceptable values. Fields can be organized into relevant categories as defined by the client to better support data capture and workflow needs. Clients can also provide a specific table of values that will appear in a pull down menu behind each field. These fields can be made mandatory to ensure important client information is captured on every claim. This information is then available to clients through an intake script, inquiry, data extraction, or standard reporting options. The number of customizable fields is unlimited. Clients can title the fields as well as define their length, characteristics, and acceptable values. No programming is required for creating these fields.

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

Sedgwick's client partners access their data through viaOne, which is an Internet based system. To access viaOne, clients will need either Internet Explorer 9.0 128 bit (or higher), Safari 5.0 (or higher), Mozilla Firefox 3.5 (or higher), or Google Chrome. viaOne uses SSL encrypted, roles-based login security to view a real-time data twin of the JURIS data environment hosted on an Oracle database.

**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	Standard
Multi-lingual	Custom

<b>Q11: Maximum amount of dashboards allowed by your system</b>	Virtually unlimited
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**Q12: Please describe any unique dashboard or alert that we did not list above**

Clients can customize dashboards with risk metric gadgets for and of the following key data performance indicators: New Claims; Open Claims; Closed Claims; Reopened Claims; Closing Ratios; Incurred on New Claims; Incurred on Open Claims; Outstanding Reserves on New Claims; Outstanding Reserves on Open Claims; Paid on Closed Claims; Payments; Payments on Disability Claims.

Additional informational gadgets allow clients to further customize their dashboards to keep apprised of client bulletins, press releases and leave law updates, and help them quickly locate claims and diaries.

Additional reporting capabilities include viaOne Reports and Filters features. ViaOne Reports provided easy access to a number of detail and summary reports. These pre-formatted reports utilize viaOne Filters, allowing clients quick access to data for previously-defined sets of claims. Clients may choose certain selection criteria, user-defined fields, and sort, sub-total and page break options specified to each report. Through viaOne Filters, clients can create filters based on defined sets of claims information. These filters can be used to view claims matching defined criteria for virtually any data element in viaOne Dashboard filter gadgets and viaOne Reports.

The viaOne alerts feature increases the value of claims information for Sedgwick clients by expanding user-defined parameters for near real time notification of new developments affecting individual claims and facilitating accelerated analysis of claim trends.

ViaOne alerts includes an extensive menu of information tracking points and comprehensive sequencing options. These capabilities enable you to establish an unlimited number of alert triggers based on factors such as claim duration, severity and processing status. You can also create alert nesting routines which integrate combinations of contingencies into a single alert trigger.

This feature is available for all JURIS-supported lines of business including workers' compensation, disability, and liability claims management activities. You can quickly create notifications across multiple lines of business within a single alert. Other functionalities include the delivery of e-mail notifications, links to claim files associated with an alert, and customization of the duration of the alert.

**Q13: 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	Standard
Policy Erosion reports	Unavailable
Loss triangles for data development and trending	Standard
Deductible reimbursement tracking	Custom
Profiling, red-flagging events	Standard
Goal tracking	Standard
Loss forecasting	Standard
Experience Modification	Custom
Cost of risk/premium allocation	Custom
Underwriting/rating calculation	Unavailable

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**Q14: Policy and Exposure Tracking**

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

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

Sedgwick uses SAP Business Objects, a data analysis tool used to query data from its data warehouse and manipulate it so that meaningful trend information can be gleaned for our clients. Analysis can take the form of calculations, sub-totals, pivot tables and charts. Once developed, these results can be incorporated into custom reports.

A key component for successful claims management is utilizing data to reveal trends that are meaningful to each client. Sedgwick’s predictive modeling program is doing exactly that. What differentiates our approach to predictive modeling is a focus on comprehensive solutions that go beyond modeling to include intervention as part of the product and value proposition for our clients.

Sedgwick’s innovative combination of data, technology and industry expertise helps our clients uncover the trends that lead to successful claims resolution. Most current predictive modeling techniques try to identify patterns that, if not acted upon, will repeat. We customize that basic approach further by using the client’s own data to provide a richer and more meaningful analysis of their claim information.

Since 2005, our predictive analytics team has been setting the standard for the entire industry. We provide national expertise and a core team of recognized professionals committed to meeting the needs of our clients.

**Q16: Typical Analytics/Metrics reports**

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

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

Through Sedgwick's viaOne suite of applications clients can search for and view data stored in viaOne analysis. ViaOne analysis allows Sedgwick to compile claims data from various administrators and other non-claim data (such as human resources data) and integrate this assorted data with information collected in JURIS. It also combines useful risk information from various sources into one database to provide our clients with an accurate, comprehensive view of their claims.

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

viaOne is designed to support virtually all risk management functions by providing comprehensive and unparalleled access to program information. Clients benefit from being able to track virtually anything relevant to their claim program through the use of standard and configurable fields.

ICER (Interactive Claim Exception Report)

Sedgwick's ICER module displays critical tasks and diaries that require attention from the assigned examiner or supervisor.

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**Q19: Other notable features or comments**

Sedgwick's push technology:

Sedgwick introduced push technology in 2013 to reach people the way they want to be reached. Automatic notifications regarding claim payment information, status updates, examiner changes, receipt of medical documentation and unsuccessful contact attempts are delivered via email, SMS text messages, automated telephone calls, voicemail and fax, based on individual claimants' requests.

Push technology is fully integrated with Sedgwick's proprietary claims management software, employee/employer self-service portals and IVR system, prompting alerts to claimants about significant milestones in the lifecycle of their claims. When triggering events occur, claimants automatically receive personalized communications in the manner they selected. Communications link claimants directly to Sedgwick's web portal to securely access pertinent documents and various self-service features.

Extensive rules governing the automated generation of communication facilitate Sedgwick's accurate and timely interaction with claimants. Communication templates can be customized with specific claim activities, financial events and client- or line of business-specific triggers.

SMART Claims Handling:

Through a series of tasks, called SMART Diaries, Sedgwick has automated the creation of claims management prompts based on the expected life-cycle of a claim through rules-based task generation logic. From the automated assignment of a claim to a leave specialist through notification of pending correspondence ready for review and fulfillment and including future diary creation of employee contact and decision due dates we are able to ensure that all claim management activity is taking place timely and accurately for all claims. Additionally, as a leave specialist enters data into the application, several checks are in place to provide the user with alert and warnings should something not meet established standards.

The ICEDR module helps users manage their daily workflow and identify the most important tasks from the display and change the status of any incomplete tasks.

ICER tasks are critical tasks which are automatically identified by JURIS, based on specific system parameters. Users must take the necessary actions to complete each task to remove it from the ICER display.

Supervisors are able to review the ICER reports generated systematically by the JURIS system on a regular basis.

PERT (Payment Evaluation and Review Tool)

The Payment Evaluation and Review Tool (PERT) helps supervisors and managers review payments with errors, payments meeting certain "risk" criteria and a cross-section of randomly-selected payments. The tool also allows users with proper authority to release held payments or place payments on hold for further review.

The PERT, while assisting in the manager and supervisor payment review work flow, has little impact on an examiner's process. Morning and afternoon payment cutoff times are still in effect for payments appearing in the PERT, meaning payments requiring payment that day must be entered prior to these cut-off times to allow for proper review of at-risk payments prior to check printing.



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

Not applicable.

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

Through a series of tasks, called SMART Diaries, Sedgwick has automated the creation of claims management prompts based on the expected life-cycle of a claim through rules-based task generation logic. From the automated assignment of a claim to a leave specialist through notification of pending correspondence ready for review and fulfillment and including future diary creation of employee contact and decision due dates we are able to ensure that all claim management activity is taking place timely and accurately for all claims. Additionally, as a leave specialist is entering data into the application, several checks are in place to provide the user with alert and warnings should something not meet established standards.

The communications queue is structured in such a way that all correspondence – whether U.S. mail, e-mail or fax – is automatically generated by the system based upon rules-based, event driven logic. What this means to our clients is any type of correspondence can be developed to include event specific language, can be sent to multiple recipients, and can be sent through multiple mediums. Due to this automation we have significantly reduced typographical errors and incorrect correspondence being sent. Claims assistants are responsible for ensuring the correspondence is fulfilled correctly and sent to the correct person and address.

**Q22: Claims management features**

Customizable Diary	Standard
Adjuster Notes access (if applicable)	Standard
Reserve Analysis (worksheet)	Standard
Other Claim Management Features	Sedgwick uses proprietary systems and technology to provide our claims professionals with the tools they need to efficiently and accurately manage our customers' claims, as well as to provide our customers with easy access to real-time claim information. The core of our technology is our proprietary JURIS claims management system. Through JURIS, we provide our examiners with a structured, yet flexible, series of screens and routines that simplify the claim management process. Customer specific instructions are stored online for easy access. Customer specific data capturing and validation edits are consistently performed. In addition, JURIS provides our examiners with a comprehensive diary and file note capability to assist them in documenting files and maintaining schedules of future activities. In many cases, JURIS automatically documents critical activities with system-generated diaries and file notes. Throughout the claims management process, critical detailed claim related information is collected and stored. Making this information available to our customers

is key through our web suite, viaOne. In addition to the many standard and customer customized reports that are available, Sedgwick offers viaOne view to customers, which gives them the ability to "look over the shoulder" of our examiners and check the real-time status of specific claims. Customers can report incidents and claims through viaOne intake, create ad hoc inquiries or data extracts through viaOne query, and even manage their OSHA logs through viaOne OSHA. Sedgwick offers viaOne customizable home page, available from viaOne view, our platform-independent, Web-based application for viewing and analyzing metric and KPI data. The dashboard capability allows clients to expose key data in a dashboard-style view. Each dashboard/graphical report offers the ability to drill down to the individual claim level for review in viaOne view. User defined threshold functionality on each dashboard provides customizable alerts when a key performance indicator is exceeded. Additional reporting capabilities include viaOne Reports and Quick Filters features. ViaOne Reports provided easy access to a number of detail and summary reports. These pre-formatted reports utilize viaOne Quick Filters, allowing clients quick access to data for previously-defined sets of claims. Clients may choose certain selection criteria, user-defined fields, and sort, sub-total and page break options specified to each report. Through viaOne Quick Filters, clients can create filters based on defined sets of claims information. These filters can be used to view claims matching defined criteria in viaOne Dashboard quick filter gadgets and viaOne Reports. In addition, Sedgwick offers viaOne express for claimants, a web-based self-service functionality for claimants across all our lines of business. viaOne express for claimants provides claim status and information, including balances by leave type and payment history. It will also provide claimants with the ability to report new claims, add absence time to an existing leave and securely communicate with claims examiners, update personal information and return-to-work dates and obtain client customizable FAQ's and links. In addition, viaOne express for clients offers a broader group of client users differing levels of access based upon their roles (supervisor,

manager, HR, etc.). viaOne express for clients allows greater functionality for managers and other supervisors or corporate colleagues who require consolidated data. As in viaOne express for claimants, claim status and information will be available to view and print. This information will be available for all of a supervisor's direct reports, as defined in a client provided hierarchy. This information will be searchable by employee, leave type, date range and other details.

**Q23: Third party reporting and documentation**

OSHA reporting	Standard
NCCI Reporting	Standard
Other Carrier Data	Standard
Describe other carrier data & include names of carriers	Sedgwick is integrated with virtually all of the national carriers.

**Q24: Other notable features or comments**

Sedgwick's viaOne express mobile offers our clients and their employees receiving workers' compensation, disability or leave benefits a self-service tool that works on all browsers and platforms to view claim and case information on a secure basis. From a simple login process, they can quickly access details on the status of their claims and cases, view payment history, submit questions, update their claims representative regarding a medical appointment or return-to-work date, and contact support resources for technical assistance.

**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.**

Not applicable.

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

Sedgwick IT is responsible for software assets for the company.

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

The support defects process is established to support updates to existing capability that is not functioning properly or as expected. For Support Defects, a ticket is initiated in the Footprints ticketing system. If the defect requires development, a ticket is submitted to the Quality Center (QC), an application used by the QA team to log, prioritize, and assign resources to address the defect.

**Q29: Do you have a need to develop software outside of your primary platform?** No

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

Not applicable.

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

The JURIS application is a proprietary system and is developed and supported in-house. Infrastructure supporting the network and operating system platforms is outsourced to Fidelity National Information Services (FIS). Other third parties include EPIQ Systems and ADP for check printing services. Sedgwick utilizes ACS (a Xerox subsidiary), for document imaging and document management for its primary claims systems. The process takes in postal mail, faxes and all other forms of correspondences, scans them into ACS's SIR imaging system, indexes them to the claim related to the document and presents them via integration to those having appropriate access to the claim. Paper documents are retained for 30 days after initial imaging to allow for rescanning if scan or index quality issues arise, then are securely destroyed.

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

If yes, what company?  
Sedgwick uses Xerox offshore services in India and the Philippines under robust contract and security requirements to index documentation. Sedgwick performs regular due diligence on site at these locations to assure conformance to security and contractual requirements.

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

Infrastructure supporting the network and operating system platforms is outsourced to Fidelity National Information Services (FIS).

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

Primary systems are located at Sedgwick's Corporate Data Center in Little Rock, Arkansas. A secondary, continuously available backup data center with comparable technology and security capabilities is available for IT-DRP recovery in Jacksonville, Florida.

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

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

**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)**

Sedgwick follows the ISO 27001:2013, PCI DSS and COBIT frameworks as well as FFIEC Guidance through alignment with the Shared Assessments Program from the BITS Financial Institution Services Assessment Program (FISAP). JURIS and viaOne development staff have scheduled open-forum team lead meetings for all development team leads. This forum is used to discuss coding standards and policies, describe configuration management best practices, provide security advice, and respond to feedback from the teams.

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

viaOne® is the name of Sedgwick’s customer-facing system for view access to the JURIS® claims system. viaOne uses SSL encrypted, roles-based login security to view a real-time data twin of the JURIS data environment hosted on an AES 192 bit encrypted Oracle database. All personally identifiable information within viaOne® is encrypted at rest using Oracle Advanced Security technologies. All personally identifiable information in viaOne system is encrypted end-to-end while in transit from the disk to the browser using a combination of Oracle Advanced Security, strong intra-application cryptography (128 bit AES), and HTTPS (Secure Socket Layer) encryption protocols.

**Q40: Describe any API offered**

Not applicable.

**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?**

Yes,

Explanation  
Sedgwick carries \$15 million of Cyber Security Liability specific coverage and \$1 million in system/cyber security business interruption coverage.

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

Sedgwick follows the International Organization for Standardization (ISO) / International Electro-technical Commission (IEC) 27001:2013 data security framework. The American National Standards Institute (ANSI) is a member of ISO and advocates this framework. Consistent with ISO 27001:2013, 12 areas of information security management provide the foundation for a complementary assessment providing critical transparency to Sedgwick clients: Sedgwick's American Institute of CPAs (AICPA)-governed SSAE 16 SOC1 audit (IT Controls Section).

Sedgwick is committed to safeguarding Sensitive Personally Identifiable Information (SPII) to protect clients, claimants and stakeholders. Sedgwick has defined a Sensitive Personally Identifiable Information definition and policy, which identifies data elements and groupings Sedgwick considers to be SPII. Personally Identifiable Information (PII), sensitive, non-public information (NPI) and Jurisdictionally Protected Information (JPI) are included within Sedgwick's SPII definition. For example, use of data in combination with Jurisdictionally Protected social security number (SSN) is considered SPII, but there are other data combinations without SSN which also constitute SPII under Sedgwick' policy.

The SPII definition and related security breach reporting protocols are reviewed no less frequently than every 18 months by Sedgwick's enterprise Privacy, Confidentiality and Security Committee (PCSC).

viaOne® is the name of Sedgwick's customer-facing system for view access to the JURIS® claims system. viaOne® uses SSL encrypted, roles-based login security to view a real-time data twin of the JURIS® data environment hosted on an AES 192 bit encrypted Oracle database. Except for minor notes capability, viaOne® has no capability to update the JURIS® data system. viaOne® is physically housed within the same data center and utilizes the same security posture as the JURIS® system. All personally identifiable information within viaOne® is encrypted at rest using Oracle Advanced Security technologies. All personally identifiable information in viaOne® system is encrypted end-to-end while in transit from the disk to the browser using a combination of Oracle Advanced Security, strong intra-application cryptography (128 bit AES), and HTTPS (Secure Socket Layer) encryption protocols. viaOne® screens that must display SSN for either compliance or reference purposes are limited to the last 4 characters throughout for most users, following Sedgwick best practices in security and privacy.

Sedgwick's viaOne Report feature provides secure access to scheduled reports. Authentication is required to access reports for both registered and non-registered users.

In mid-year 2015, Sedgwick will implement two-factor authentication for its viaOne application.

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

o RMIS Interface - Also commonly referred to as a claims interface, this interface provides claim and financial information from Sedgwick claims administration systems to clients and/or vendors. Supported Frequencies: multi-day, daily, bi-weekly, weekly, bi-monthly, monthly, quarterly and annually

o HR/Eligibility Interface - The HR/Eligibility interface streamlines the claim intake process and increases reporting accuracy by prefilling claimant demographic and occupation information through entry of that employee's Social Security Number or Employee ID. This interface also provides Sedgwick examiners with demographic and job-specific data for all employees Sedgwick administers benefits for. Supported Frequencies: daily, bi-weekly, weekly, bi-monthly, monthly.

o Advice to Pay Interface - When Sedgwick does not issue benefit payments, an Advice to Pay interface can be implemented to provide gross payment information that a client requires to pay employees. Supported Frequencies: daily and weekly.

o Gross to Net Interface - When Sedgwick does not issue benefit payments, a Gross to Net interface can be implemented to synchronize Sedgwick's claims administration systems to include the net payment information. This net payment information should reflect the actual payment issued to an employee, including applicable earnings, deductions, offsets, taxes, etc. taken from the gross payment Sedgwick provided on the Advice to Pay interface. Supported Frequencies: daily and weekly.

Intake Interface – When Sedgwick's internal contact center organization is not utilized for intake, an intake interface can be implemented that allows us to receive and pre-fill HR demographic information to support the intake, eligibility and claim reporting processes.

Sedgwick has experience sending data to all of the major RMIS such as: CS STARS, RiskConnect, Origami Risk, Ventiv Technology, and INFORM.

Our clients for which we implemented interfaces use all of the major HR/Payroll systems such as: Peoplesoft, SAP, Oracle, etc.

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

\$175 per hour

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

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

Sedgwick University, our in-house training department, offers regularly-scheduled instructor lead online classes.

In addition, Sedgwick's Client Technology Services team provides personalized, advanced training on the viaOne platform for client users. This training is provided online. Onsite training can be arranged as well, depending on the needs of the client.

Finally, self-paced modules have been developed with adult learning principles in mind that focus on specific features and functionality within the system.

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

Sedgwick employs around 20 help desk support analysts, 700 IT Specialists, 100 Business Intelligence Analysts, 23 dedicated training colleagues, and 8 dedicated client services colleagues who provide client training, product support and system demos.

**Q48: Support types offered:**

Toll free number, Print user manual,  
Screen “tips” or mouse-overs, Video tutorials

**Q49: Telephone support hours**

Sedgwick provides support from its Systems Support team in Memphis, TN; their hours of operation are from 6 a.m. – 7 p.m. CST. Additionally, Sedgwick Support colleagues are available off hours by cell phone. Users can contact Sedgwick Support by phone for urgent issues and by e-mail for all other issues. Sedgwick Support responds to all issues in a timely fashion. Support Analysts work directly with callers to resolve issues to their satisfaction and provide status updates as long as the issues are outstanding.

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

Scheduled software releases for major developmental initiatives occur on a quarterly basis. In months that have no quarterly release, minor functional changes are released twice a month, per a defined schedule. All software releases go through Sedgwick’s software quality assurance protocol. Clients access claims data through our viaOne suite of web-based products. Since no software is necessary to access this information, software upgrades to the claim system do not affect the client. Because global changes are made across a single code database, clients benefit from all enhancements made to the JURIS and viaOne products.

**Q51: Do you host a user conference?**

Yes

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

User conferences are held virtually and in-person as needed to support our clients.

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

Varies

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

Sedgwick actively solicits and encourages client feedback through a variety of means. In addition to direct meetings with clients, viaOne is designed so that an easy feedback mechanism is available from anywhere within the application. Feature recommendations submitted through this channel are actively reviewed and added to the product roadmap as warranted. We have just recently formed a client advisory board for viaOne, which will provide direct feedback on not only what features are being built, but also how they're being designed.



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

Sedgwick has a dedicated team of Implementation Project Managers whose sole responsibilities include onboarding new customers and existing customers adding new lines of business or features.

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

Yes

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

Detailed project timelines and plans

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

Sedgwick uses both Agile and traditional Waterfall approaches to project development.

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

Yes

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

Implementation timing can depend on the amount of customization required, and can range from weeks to months.

**PAGE 9: Business Information**

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

viaOne was first implemented in 2000

**Q62: Parent Company (if applicable)**

Not applicable

**Q63: Business Locations**

Sedgwick's headquarters are located at 1100 Ridgeway Loop Road, Memphis, Tennessee 38120. We have over 12,000 colleagues in some 275 offices located in the U.S., Canada, Puerto Rico and the U.K.

**Q64: Top Officers**

Top Executive 1:

Dave A. North, President, CEO

Top Executive 2:

Gregg Hammann, COO, Sedgwick, Inc.

Top Executive 3:

Steve Penman, COO, Sedgwick Claims Management Services

2015 RMIS REVIEW Questionnaire: Bundled Vendors

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

Executives / Senior Management	13
Product Management, Marketing & Sales	75
Project Management, Development and Quality Assurance	294
Customer Support and Training	17
Other	15
Total Employees	414

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

Executives / Senior Management	20
Product Management, Marketing & Sales	153
Project Management, Development and Quality Assurance	237
Customer Support and Training	12
Other	21
Total Employees	443

**Q67: Total annual revenue for all product versions offered** Sedgwick considers this information confidential

**Q68: Approximate percent of revenue spent on R&D** 10%

**Q69: Customer Statistics**

Total Current Users—all versions 20,075

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

Financial	5
Healthcare	3
Manufacturing	4
Public Sector	2
Retail/Distribution	1

**Q71: Top 5 RMIS competitors**

- Gallagher Bassett
- Broadspire Services, Inc.
- ESIS
- Liberty/Helmsman
- York Risk Services Group, Inc.

**Q72: Predominant programming language** .Net / C#, Visual Basic

**Q73: Databases supported**

Oracle

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

viaOne is available on virtually all mobile devices

**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, Data conversions/feeds/EDI, Maintenance

**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**

10 Named Users

Less than \$25,000

100 Names Users

Less than \$25,000

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

System fees outside of licensing costs would only apply if customization is needed beyond standard and configurable functionality.

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

System fees outside of licensing costs would only apply if customization is needed beyond standard and configurable functionality.

**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.**

Sedgwick's service level agreement is 99.5% uptime for its core systems. System & network performance is monitored by Concord's eHealth tool and WireShark Network Protocol Analyzer.

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

Sedgwick's RMIS is not multilingual.

2015 RMIS REVIEW Questionnaire: Bundled Vendors

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

- 1 Sedgwick uses proprietary technology and capabilities
- 2 We are committed to doing the right thing at the right time for our customers
- 3 Our systems are highly configurable to support the workflow and needs for a variety of clients and users.