



**Q1: Contact Information**

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**Q2: Company Website**

www.solartis.com

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

Solartis Risk and Policy Manager

**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	Standard

**Q6: Other lines of business supported**

Boiler, Foreign Liability, Flood, Kidnap and Ransom, Crime, Business Interruption, Bonds, Personal Effects, Host Liquor, Fiduciary, Garage Keepers, Media Liability, Medical Equipment, Broadcast Equipment, Scheduled Property, Volunteer Accident & Health, Special Events, Theft, Other (free form)

**Q7: Other related functionality**

Policy Administration,  
  
Underwriting/Rating (Please list lines of business)  
,  
  
Member Portal, Billing,  
  
Agency Fee Commission tracking,  
  
Identify the lines of business your underwriting/rating module can underwrite:  
All of the above

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

Solartis Risk and Policy Manager produces / stores all insurance policy documents (applications, loss runs, schedules, policy dec pages and attaching forms, endorsement, cancellation, reinstatement and renewal transaction documents etc) In addition Solartis Risk and Policy Manager creates and / or stores all the documents associated with the policy participant's activities (i.e. coverage quote proposals, coverage confirmations, certificates of insurance, invoices, etc).

**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, there are no limitations on the number of fields or field types. All fields configured in the system are available for reporting / analysis.

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

All latest internet browsers plus 2 prior versions

**Q11: Please list the levels of hierarchy of your RMIS**

Solartis Risk and Policy Manager supports the dynamic levels of your organizational hierarchy (i.e. corporate, subsidiary, division, business unit department, etc)

**Q12: Dashboards and Alerts**

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

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**Q13: Maximum amount of dashboards allowed by your system**      unlimited (configurable)

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

tasks associated with insurance policy activities or the activities associated to the policy participants (i.e. referrals, renewals, subjectivity, Requests for Certificates of Insurance etc)

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**Q15: Standard Reports**

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

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**Q16: Policy and Exposure Tracking**

Policy tracking (list of policies)	Standard
Policy management (details of policies)	Standard
Underwriting	Standard
Certificate tracking	Standard
Certificate issuance	Standard
Property tracking (values)	Standard
Safety/loss control analysis	Configurable
Bonds/contracts tracking	Standard
Asset Management	Configurable
COPE Tracking	Standard
Fleet Management	Standard
Integrated Policy Management	Standard
Basic Values / Exposures Entry	Standard
Retention vs Premium Calculator	Configurable
Coverage Gaps and Overlaps	Configurable
Intelligent Mapping	Configurable
Please explain your intelligent mapping software capabilities	Solartis uses Pentaho Reporting Engine and Kettle ETL tool

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

Solartis provides the ability to generate reports, graphs and charts on all data stored in the Solartis System. Our reporting database can be normalized into a canonical model. For example:

- 1: Insurance Policy and Coverage reports
- 2: Participating member specific reports
- 3: Comparison reports (participant versus participant)
- 4: Risk Management Reports (i.e. Services utilized, Benchmark report)

We provide each customer with a dedicated reporting database so they can extract transactional data anytime. This data is populated on a near-real time basis using standard database replication and database triggers and stored procedures. Solartis uses an open source tool called Pentaho to generate reports from the reporting database. However any desired reporting tool (i.e. Cognos, Crystal) can be used with our reporting database.

**Q18: Typical Analytics/Metrics reports**

Key Performance Indicators (KPI) measurements	Configurable
Loss Forecasting	Configurable
Cost of risk allocation	Configurable
Heat Map reports on loss distribution/location	Configurable
Other Key Reports	Note: If the report requires a feed to a third party system, custom integration activities will be required

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

Currently the Solartis Risk and Policy Manager system stores client data. If non-client data is available as a feed into the Solartis platform (or into the reporting database) comparison reports could be generated.

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

Solartis Risk and Policy Manager™ is cloud-based software used to track, manage and report on all insurance policies, risks, coverages, premiums, and processing activities as well as its participants (i.e. members, subsidiaries, profit centers, business units) risks, coverages, premium contributions and insurance activities. Solartis Risk and Policy Manager enables Risk Managers too:

- 1 Manage and Track insurance policies and their life cycle activities
- 2 Provide a 360 degree view – Intelligent, context-sensitive view of participant’s information
- 3 Provide your participant with access to update, view, obtain information as well as pay for their insurance products and services online.
- 4 Generate policy and participant level insurance documents (insurance policies, certificates of insurance, coverage summary documents, invoices etc)
- 5 Allocate premiums, dividends and cost associated with risk pooling
- 6 Incorporate property evaluation functionality
- 7 Integrate with claims, accounting and data repository systems
- 8 Provide ability to analyze and report on all available data

With these above capabilities the Solartis platform supports de-risking processes across the enterprise.

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

1: Dynamic rating / modeling worksheets for premium contributions by coverage line. 2: Claims information today is currently imported into the Solartis Risk and Policy Manager system from carrier and / or third party claims system(s). Future deployments of the Solartis Risk and Policy Manager will include claims administration capabilities within the Solartis System

**Q22: Other notable features or comments**

- By providing Regulatory Compliance and Complete Transparency of Insurance policy info, exposures, coverages, premiums, participant contributions, taxes, fees and claims and transactions. The Risk Manager can feel confident he is providing accurate and up to date information to insurance auditors, carriers, policy participants and board members.
- In one easy to use system the Risk manager can allocate and justify Insurance Costs across multiple business units / participants. They can fully document and justify each participant's insurance policy contributions and have all participant information at their fingertips (i.e. exposures, underwriting info, loss history, etc)
- Easily manage and find all policy and participant documents. Solartis provides one central location for all Insurance Policy and Participant documents (e.g., Proposals, policies, endorsements, certificates, loss runs, audit info, inspections).
- A Cloud Deployment – Know the system is always available to you 24/7 from any computer. No software or hardware to purchase, no software applications to manage. Scalable to meet your needs.
- Self Service Tools – Reduces Risk Manager workload and empowers covered participants by letting them perform self-service tasks (i.e. pay their contribution on line, request a certificate of insurance, submit renewal or audit information, electronically sign documents, view and download insurance documents etc).
- Enables and facilitates enhanced development and utilization of loss mitigation strategies that require individual participant and location level tracking and loss performance monitoring or experience driven contribution adjustments.

**PAGE 4: Claims Self Administration Features**

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

The primary objective of the Solartis Risk and Policy Manager System is to have all insurance policy, claim and participant exposure detail and activity administered and managed in one system. This provides the Risk manager with the tools and the information needed to identify, analyze and implement risk reduction procedures and adjustments in a timely and documented fashion.

**Q24: Please describe your business process / workflow collection tools**

Solartis provides tasking tools for work assignment and management. This tool can be assigned at a user or role level with escalation and expiration triggers. In addition Solartis provides Subjectivity Management to help manage required activities and artifacts at the different policy life cycle stages

**Q25: Claims management features**

Customizable Diary	Unavailable
Adjuster Notes access (if applicable)	Unavailable
Reserve Analysis (worksheet)	Unavailable
Other Claim Management Features	The Solartis Risk and Policy Manager System currently imports claims information from carrier and / or third party claims systems to support policy / claim reporting and analysis activities. The amount of claims information we can import into Solartis is 100% dependent on the data that resides in the source claims system(s).

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**Q26: Claims administration features**

Incident Tracking	Unavailable
Check writing	Unavailable
Utilization review	Unavailable
Medical Bill Repricing	Unavailable
Transitional Work Management	Unavailable
Built-in Reserve Estimation Worksheets	Unavailable
Fraud Detection capability	Unavailable
Encryption of sensitive data	Unavailable
Subrogation & Salvage Tracking	Unavailable
Comprehensive Litigation Management Tracking	Unavailable
Adjuster Tracking/Performance	Unavailable
Other Claim Administration Features	The Solartis Risk and Policy Manager System currently imports claims information from carrier and / or third party claims systems to support policy / claim reporting and analysis activities. The amount of claims information we can import into Solartis is 100% dependent on the data that resides in the source claims system(s).

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**Q27: Third party reporting and documentation**

OSHA reporting	Configurable
NCCI Reporting	Configurable
1099 Reporting	Configurable
First Report of injury	Unavailable
FROI/SROI reporting	Configurable
CMS reporting	Configurable
EDI reporting	Configurable

**Q28: Other notable features or comments**

Solartis generates all reports / transaction feeds to third party entities from its reporting database. If the report requires an electronic feed to a third party system / service custom integration work will be required.

**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.**

n/a

**Q31: Who maintains your software platform?**

Solartis Employees

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

Solartis utilizes the Bugzilla tracking system to track defects, bugs and customer requested enhancements

**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?**

Solartis has formed partnerships with Oracle, RedHat, Pentaho, Alfresco, Rackspace, Authorize.NET, CoreLogic, Chase Paymentech, Salesforce.com, and D&B, among others.

2015 RMIS REVIEW Questionnaire: Unbundled Vendors

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

Yes,

If yes, what company?

Solartis has over 350 resources located in both Chennai and Madurai India

**Q37: Who maintains your software infrastructure?**

Solartis

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

Yes, Solartis uses multiple (four) data centers for high availability, scalability and failover

**Q39: Do you provide the ISO 27001 certification to your clients?**

Yes

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

No

**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)**

SOAP, REST based web services

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

HTTPS, TLS, SSLv3, IPSec

**Q44: Describe any API offered**

All transactions are available through Solartis Proprietary Webservice API

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

n/a

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

n/a

**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**

Solartis Risk and Policy Manager:

1 Technology

1a: Java Enterprise 6

1b: Self-service / configuration tools

1c: Web Services everywhere

1d: Cloud based Platform

2: Usability

2a: Flexible User Interface

2b: Tile Based User Interface options.

2c: Template driven

3: Knowledge Base Driven

3a: Consists of Rules, Rule Flows, Decision tables, constrains, Complex Event Processing (CEP), etc.

3b: Rate Tables are in Decision Tables in MS Excel files

3c: Business friendly Rule Flows

3d: Algorithms are configured in Rule Flows

**PAGE 6: Interfaces**

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

Solartis interfaces with many different insurer and / or third party systems as needed by the client. Examples include Bordereau Reports, Claims systems, GL Systems, document repository, Salesforce.com, Property evaluation systems, payment gateways etc.

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

Solartis is capable of supporting EDI

**Q52: Other System interfaces**

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

**Q53: Other interfaces not listed above**

Solartis provides Web Services to import and export data in and out of the system. As a general rule, customers require XML schemas that are modified from the ACORD XML standards.

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

Customer specific interface work is configured in the Solartis System. Hourly Rates range from \$60.00 to \$200 per hour depending on type of resource required for the project / activity.

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

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

Solartis utilizes a train the trainer approach for all client implementations

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

Client support teams are tailored to the client's specific needs / usage of our platform.

**Q57: Support types offered:**

Dedicated (not pooled) support person ,  
Online help

**Q58: Telephone support hours**

7:00 AM to 6:00 PM EST Monday through Friday. Additional hours are provided if needed per client specific SLAs

**Q59: Position regarding support of prior product versions**

n/a

**Q60: Do you host a user conference?**

No

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

n/a

**Q62: How many customers / prospects were in attendance?**

n/a

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

*Respondent skipped this question*

**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?**

Yes. Solartis have a dedicated service team which consists of a Customer Account Manager, dedicated Project Manager, Dedicated BA and a set of configuration engineers.

**Q65: Do you have dedicated business analysts?**

Yes.

**Q66: Describe your process of tracking delivery team activities**

Multiple ways.

1. Through weekly Status meeting with customer
2. Shared milestone plan which describes deliverables and various dependencies.
3. Previewing the system while configuration in progress from Solartis Continuous Integration and Continuous QA environment. This provides constant feedback from the customer users

Any issues which could affect overall plan will be discussed during the weekly status calls

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

Yes. Solartis Platform is meant for Insurance Policy life cycle and participant management. It only requires certain information specific to the Product to be configured to run Insurance transaction in the system.

Example Rating: Rate table & rules,

Forms: forms list, forms & forms rules

Data attribute Rules: Eligibility, Mandatory, Referral, binder, issuance, endorsement rules

Integration: Any specific integration to be applied during the transaction processing

Reporting: Specific reports to be configured

Solartis internally manages the project on a day to day basis with Customer Account Manager, Project Manager, BA, the configuration engineers, QA team, DevOps and Release engineering team. Project will be fully managed by Solartis team. Solartis provides high level plan with various milestones, deliverables and its dependencies during the initial phase of the project.

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

Yes, Solartis internal technology team reviews the progress of each customer configuration constantly with the team. In addition customer account manager will have internal with various teams to ensure the project progress to identify any potential roadblocks.

**Q69: How long is the typical implementation time?**

Implementation times range based on the specific needs of the customer (number of coverages, complexity of rating and forms configuration, required integrations). Average implementations for multiple lines of business (coverages) range between 6 and 9 months.

**PAGE 9: Business Information**

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

2014

**Q71: Parent Company (if applicable)**

*Respondent skipped this question*

**Q72: Business Locations**

Manhattan Beach, CA  
 Madurai India  
 Chennai, India

**Q73: Top Officers**

Top Executive 1: Nick Richardson - President and CEO  
 Top Executive 2: Siby Nidhiry - CTO  
 Top Executive 3: Srini Alagarsamy - COO

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

Executives / Senior Management	1
Product Management, Marketing & Sales	1
Project Management, Development and Quality Assurance	5
Customer Support and Training	1
Total Employees	8

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

Executives / Senior Management	1
Product Management, Marketing & Sales	1
Project Management, Development and Quality Assurance	9
Customer Support and Training	1
Total Employees	12

**Q76: Total annual revenue for all product versions offered** \$5-10 million

**Q77: Approximate percent of revenue spent on R&D** 15-20%

**Q78: Customer Statistics**

Total Current Parent Level Clients –this client version	8
Total Current Parent level Clients- all previous versions	0
Total Current Users—all versions	8
New Clients in Last Fiscal Year	2
Largest Number of Users in Single Contract	2000
Number of lost clients in Last Fiscal Year	0

2015 RMIS REVIEW Questionnaire: Unbundled Vendors

**Q79: Largest customer markets (Please rank top 5)**

Insurers/TPAs	1
Pools/Self-Insured Groups	2

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

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

**Q81: Top 5 RMIS competitors**

1.	we do not feel we have any direct competitors to the exact type of functionality we provide
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**Q82: Predominant programming language**

Java

**Q83: Databases supported**

Oracle, Microsoft SQL Server,  
Other (please describe)  
SaaS solution currently running on MySQL

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

Solartis Risk and Policy manager can be used on all mobile devices, tablets and traditional browser interfaces

**Q85: Please list the RMIS-related revenue for the following years:**

2013	0
2014	< \$1 million

**Q86: Please identify all revenue-generating activities:**

Software license sales,  
Data Conversion and Consolidation activities,  
Ongoing maintenance,  
Please list all other revenue generating activities  
initial configuration activities

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

Software license sales	25
Data Conversion and Consolidation activities	25
Ongoing maintenance	25
Other	25

2015 RMIS REVIEW Questionnaire: Unbundled Vendors

**Q88: Does your RMIS act as a “channel partner” for any 3rd party information or a la carte services?**

Yes,

If yes, please describe and include additional pricing information if relevant.

Google Geocode Address (\$0); RiskMeter; RMS

**PAGE 10: Pricing**

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

Module/LOB pricing

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

10 Named Users

\$75,000 - \$100,000

100 Names Users

\$300,000 or more

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

Onshore and offshore hourly rates and fixed price contracts are available.

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

One-time cost to implement is dependent on the level of configuration required (\$25-100k).

**Q93: Additional comments on pricing**

SaaS pricing. Zero upfront license fee. Ongoing license fee priced as a function of the modules licensed and planned use. No other ongoing fees (customer support, service levels, uptime guarantees, system maintenance, updates and bug fixes and all covered by the one license fee)

**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.**

99.995%

Production environments hosted by Rackspace and Peer1. Use their tools to measure and monitor uptime/availability.

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

Yes. Both localization and globalization is supported; including multiple languages and currencies in screens and output documents, emails and reports.



2015 RMIS REVIEW Questionnaire: Unbundled Vendors

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

- |   |  |
|---|--|
| 1 | Superior Risk and Policy Management Capabilities |
| 2 | On-demand pricing (only pay for what you use)    |
| 3 | Highly Configurable to meet exact customer needs |