



ADVISEN

Insurance Intelligence®

Q1: Contact Information

Name:	Monte Dalton
Company:	Ventiv Technology Inc.
Address:	3350 Riverwood Parkway
Address 2:	5th Floor
City/Town:	Atlanta
State:	GA
ZIP:	30339
Country:	US
Email Address:	monte.dalton@ventivtech.com
Phone Number:	813.404.6944

Q2: Company Website

VentivTech.com

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

RiskConsole is the primary product in this response for Safety, Risk and Claims Management. Ventiv also supports iVOS for claims administration.

Q4: Technology Deployment Options

Web: client hosted, Web: Vendor Hosted (ASP)

Q5: Lines of Business Supported

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

Q6: Other lines of business supported

Additional lines of business are supported such as Marine (Cargo, Hull & Machinery, P&I, Crew). In all, Ventiv supports 44 lines of coverage.

Q7: Other related functionality

Policy Administration,
 Underwriting/Rating (Please list lines of business)
 ,
 Member Portal, Billing, Reinsurance/Excess,
 Agency Fee Commission tracking,
 Identify the lines of business your underwriting/rating module can underwrite:
 RiskConsole has been configured to underwrite the liability line of business.

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

RiskConsole's document management capabilities enable users with proper security to upload, retain, retrieve, print and email documents and files. Documents can be linked or un-linked to records and there can be multiple documents associated with a record. The same document can also be linked to multiple records, etc. RiskConsole can also be integrated with document management systems including those with OCR capability.

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?

Virtually no limitations. RiskConsole is designed to be highly configurable and adaptable to client business processes. This can occur unencumbered by limits on number or types of fields or records. Any form, field name, data field, etc.,-- all can be configured to meet a client's needs. Any field is available for searching/reporting immediately upon entry into the system.

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

Internet Explorer 7, 8, 9, 10 and 11 (IE 9, 10, 11 in compatibility mode only). Google Chrome; Safari.

Q11: Please list the levels of hierarchy of your RMIS

RiskConsole's organizational hierarchy can capture up to 15 distinct levels and can distinguish and identify each organization's (business unit, division, region, location, etc.) legal entity name, role, and active/inactive status. RiskConsole also offers a dual hierarchy, a beneficial feature for organizations with a need to maintain both an operational and a physical location structure. For example, from a property perspective, claims may roll up to a physical location; however, there may be a number of business units or divisions spread across many physical locations. Our technology will allow information to be rolled under both structures.

PAGE 3: SYSTEM FUNCTIONALITY

Q12: Dashboards and Alerts

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

Q13: Maximum amount of dashboards allowed by your system

Unlimited. User-configurable dashboards are a standard capability. Setup is managed by system administrator based on client business requirements.

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

The MyConsole dashboard is highly configurable and based on the familiar and easy-to-learn Windows format. A page-layout editor under development will allow clients to arrange fields on a screen. Unique dashboards or alerts include predictive analytics-style alerts associated with potentially problematic claims, incidents, claimant medications, policy limits exceeded, etc.

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

Q16: Policy and Exposure Tracking

Policy tracking (list of policies)	Standard
Policy management (details of policies)	Standard
Underwriting	Custom
Certificate tracking	Standard
Certificate issuance	Configurable
Property tracking (values)	Standard
Safety/loss control analysis	Standard
Bonds/contracts tracking	Standard
Asset Management	Standard
COPE Tracking	Standard
Fleet Management	Standard
Integrated Policy Management	Standard
Basic Values / Exposures Entry	Standard
Retention vs Premium Calculator	Standard
Coverage Gaps and Overlaps	Configurable
Intelligent Mapping	Standard
Please explain your intelligent mapping software capabilities	<p>Intelligent Risk Mapping provides a valuable supplement to traditional risk reporting by presenting client data in a geographic context. Any data with a geographical component can be displayed in Intelligent Risk Mapping, including aggregated and calculated data. Similarly, traditional reports used in a RMIS can be refashioned into an interactive compelling geographic display that allows you to visualize risk data. Each map view is accompanied by business intelligence charts, graphs and tables that are updated instantaneously when a user clicks on a map, applies filters or changes parameters. The module integrates with the RiskConsole business intelligence application, which means the data will already be available within RiskConsole. RiskConsole provides our clients with standard layers for mapping, however, client layers can be imported into the tool to be used as part of the mapping tool.</p>

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

Ventiv has integrated IBM Cognos Business Intelligence (BI) capabilities into RiskConsole. The BI module provides cross-functional business modeling capabilities that help business users and risk management departments analyze and identify the factors driving the total cost of risk, ultimately reducing business costs. The solution boasts powerful analytic capabilities, interactive executive-level dashboards, superior ad hoc query capabilities and report writing capabilities to better measure and monitor performance against business objectives.

Q18: Typical Analytics/Metrics reports

Key Performance Indicators (KPI) measurements	Standard
Loss Forecasting	Standard
Cost of risk allocation	Standard
Heat Map reports on loss distribution/location	Standard
Other Key Reports	RiskConsole features a number of trending reports based on loss data such as frequency/severity rankings and loss layer analysis. Loss forecasting can be prepared through our Developed Losses and Loss Triangle reports. The Business Intelligence tool magnifies the level of trending and forecasting reporting options that the client can create. In addition, using RiskConsole's Query tool any report can also be filtered to pick out trends, i.e., a monthly claim summary report that gives claim counts by location.

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

We have an external database against which we benchmark data; this is done in conjunction with our partner Aon Global Risk Consulting. This LASER benchmarking tool represents \$3.5B in casualty claims and 250K claims from 180 clients in various industries. Of note: the dataset is less than 4 years old, so all data has been captured in the last 4 years. This is a differentiator, as many such benchmarking datasets contain data that is up to 15 years old and therefore of relatively little relevance to program trends today.

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

The Risk Register module in RiskConsole enables users across divisions or geographies to easily register their primary risk and mitigation efforts. When used in conjunction with other system modules, users can relate risks to actual loss data, use common action tracking platform and see audit trails. The client can maintain a 'register' of their risks, including ability to track the risk back to the business objective, function and product/service, allowing them to fully analyze from a corporate and multiple local perspectives. The module allows users to quantify risk via a client-definable matrix score system, using combinations of likelihood and impact, which can be expanded to support both enterprise and divisional scoring plus assessment by driving factors (e.g., reputation, financial, regulatory).

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

Ventiv's Project Reveal is in the works. This project involves the re-platforming of RiskConsole and is an evolution of RiskConsole for our clients. The current RiskConsole roadmap is associated with building the foundation for Project Reveal with iterative changes, moving our clients toward a new platform and new toolsets. The evolution of RiskConsole began with the release of the new RiskConsole User Experience (UX) in late 2014. RiskConsole UX is the newest user interface and user experience in the marketplace today. This release also included new and improved workflow elements and a new intake tool, Ventiv calls Flexible Forms. Building upon this release, the following focus areas are planned in 2015 for our RiskConsole product roadmap:

- Improved data collection with the use of our new Flexible Forms functionality. This tool will enhance our ability to deliver custom incident/claim data capture. The same tool can be used to design safety audit/questionnaires. The intake tool will be integrated with RiskConsole in order to ensure data quality and enhance workflow. Data entered via Flexible Forms is available for reporting using the RiskConsole reporting capabilities.
- Development of safety-related functionality (audits, safety meetings, action items/recommendations) within RiskConsole. This will enhance our ability to consolidate safety, claims and risk data within one application.
- Improved self-service capabilities to allow client administrators to perform more configuration and screen design (user views).
- Improved Business Intelligence integration with MyConsole expanding the types of content available for display. Ventiv conducts ongoing research to identify and develop our roadmap initiatives. We do this through client conferences and surveys, market research and client and Ventiv employee recommendations. We invest a considerable amount on R&D to ensure that we continue to produce the solutions that our clients value.

Q22: Other notable features or comments

Ventiv is currently building our next risk management, claims and safety platform, known as Project Reveal. A key element of this project is the migration of our claims administration system, iVOS, to that platform. This migration is planned for the 2017 timeframe.

PAGE 4: Claims Self Administration Features

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

As a result of the client's capturing claim, policy and exposure data, the necessary risk data is then in place to calculate TCOR using the system's standard library of report templates and embedded ad hoc reporting tool in RiskConsole. This information can be used to assist in the renewal process as well as used as an internal benchmark for reports. The Business Intelligence (BI) module provides cross-functional business modeling capabilities that help business users and risk management departments analyze and identify the factors driving the total cost of risk, ultimately reducing business costs. The solution offers powerful analytic capabilities, interactive executive-level dashboards, superior ad hoc query capabilities and report writing capabilities to better measure and monitor performance against business objectives.

Q24: Please describe your business process / workflow collection tools

RiskConsole's powerful Workflow Management tool allows authorized users to create any sort of user-defined workflow or data-driven event (DDE), send/schedule emails, and trigger alerts and notifications based on client-determined criteria. Custom workflow is configured by Ventiv staff, whereas aspects like forms design and e-mail reminders/alerts can be easily configured by the client's administrators.

Q25: Claims management features

Customizable Diary	Standard
Adjuster Notes access (if applicable)	Standard
Reserve Analysis (worksheet)	Configurable
Other Claim Management Features	In terms of claims management needs, the Ventiv RiskConsole platform is often combined with our iVOS claims application to provide a comprehensive solution to clients. iVOS handles all features named here: customizable diary, adjuster notes, and reserve analysis, as standard capabilities.

Q26: Claims administration features

Incident Tracking	Standard
Check writing	Configurable
Utilization review	Configurable
Medical Bill Repricing	Unavailable
Transitional Work Management	Configurable
Built-in Reserve Estimation Worksheets	Configurable
Fraud Detection capability	Configurable
Encryption of sensitive data	Standard
Subrogation & Salvage Tracking	Standard
Comprehensive Litigation Management Tracking	Standard
Adjuster Tracking/Performance	Standard
Other Claim Administration Features	Ventiv RiskConsole's platform is often combined with our iVOS claims application to provide a comprehensive solution to clients.

Q27: Third party reporting and documentation

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

Q28: Other notable features or comments

All of the features listed above are available in a combined RiskConsole / iVOS solution and will be available in the platform being developed as Project Reveal.

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. Ventiv Technology provides a complete software solution.

Q31: Who maintains your software platform?

Our RIScloud platform is operated and maintained solely by Ventiv Technology. No third-party involvement.

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

Unlike other providers that control only the top layer of their solution, Ventiv controls the totality of our solution. This allows us to address any defects or issues (as well as forward enhancements to the system) -- without third party involvement. Our technology solution flexibly allows for virtually any type of configuration. Because Ventiv is responsible for the development, maintenance and evolution of our software and because of the flexible nature of our systems; we have taken advantage of these two attributes and we have configured RiskConsole to keep track of all aspects of developing our platform. For example, we have been able to develop our own issue tracking system for maintenance of our software. All development activities, beginning with client suggestions, are tracked in the same system that clients use. Clients can thus deal with one party as it pertains to the entire software environment. This is a big advantage over other RMIS providers with numerous third parties, as this multi-provider environment makes diagnosing and solving a problem difficult, time-consuming and expensive. Ventiv Technology provides one source for software support, development, hosting, and maintenance, thus saving clients time and money.

Q33: Do you have a need to develop software outside of your primary platform? No

Q34: If so, what applications are involved?

N/A. Ventiv Technology provides a complete software solution.

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

Ventiv Technology is proud of the fact that we provide complete solutions to our clients and can do so in a data-secure environment. IBM Cognos is included within RiskConsole. It is imbedded into RiskConsole, the two solutions integrated and delivered seamlessly within our RIScloud infrastructure. No third party partner outside of our hosting environment is used to prop up our application. This ensures a consistent experience for which Ventiv can be completely responsible and further ensures data security for clients (data is always encrypted within RIScloud). Some RMIS vendors send data out to third parties who are not ISO 27001 certified and the data is sent in an unencrypted format. These vendors have chosen to do this because they are trying to create market-competitive solutions but do not yet have the intellectual property built into the application. The concern for clients is that these third-party relationships make it difficult to address system issues and also put the security of their data at risk. Instead, Ventiv Technology brings to the marketplace intellectual property of 41 years built into the application. We provide a complete software suite and are responsible for client satisfaction and security of client data.

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

Yes,

If yes, what company?

Ventiv uses no off-shore parties to provide functionality in the application. We utilize offshore parties for basic system quality assurance testing within the development cycle. As with any true software company, offshore resourcing is a commonly used mechanism to reduce costs and speed up the repetitive aspects of the development cycle. Note: Client data is never exposed to offshore resources at any time.

Q37: Who maintains your software infrastructure?

Operated and maintained solely by Ventiv.

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

Yes. Atlanta, GA [Main US site]; Oakland, CA [secondary site]; Dublin, Ireland [Main site EMEA}. Ventiv owns all equipment and manages all Data Center sites. Our primary data center is located outside of Atlanta, GA. Ventiv maintains a complete installation of our data center's critical infrastructure at secondary sites. These remote data centers, supported by near real-time replication of data, offer clients assurance of our hosting environment's availability, disaster avoidance, and business continuity capability.

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?

Yes

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)

ACORD, HIPAA Business Partner Accreditation (obtained in 2012), ISO 27001 certification obtained in 2014, and US, EU and Swiss Safe Harbor designations.

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

Ventiv data encryption standards include encryption in transit and at rest. Unlike other parties, client data is always encrypted when in the hands of Ventiv Technology. Transmission of data between Ventiv and systems/users is protected via standards-based minimum 128-bit encryption (SSL). Ventiv utilizes “at rest” encryption available through our platform technologies. We support TLS encryption for email, 156-bit SSL encryption for application traffic and SFTP/PGP for file transfers. Browser encryption is SSLv3. Ventiv also protects laptops (the only mobile device that would have client data stored) using CheckPoint Whole Disk Encryption.

Q44: Describe any API offered

We do not provide APIs for client use.

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

As a hosted application, there are no hardware and software costs for RiskConsole clients outside of standard desktop software and current desktop processing power. iVOS is offered as a client hosted solution in which minimum requirements vary by client.

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

RiskConsole is a Software as a Service offering hosted by Ventiv Technology. Virtualization is used by Ventiv in our RIScloud where appropriate.

Q47: VENDOR or THIRD PARTY HOSTED DEPLOYMENTS SAS 70 audit (vendor/third party hosted versions only)

None

Q48: Does your company purchase cyber risk coverage to protect your clients' data assets?

Yes,

Explanation
We provide Certificate of Insurance including cyber liability.

Q49: Any additional comments related to software, technology and security

Ventiv has a highly developed information security policy that includes physical security of the data, data quality and data encryption methodologies that comply with top industry standards. Unlike many of our competitors, we employ a full time CISO to ensure that our employees, procedures, infrastructure and customers' data are held to the highest standards of security. Our CISO monitors all security standards and procedures and implements evolving best practices as a standard business practice. As a SaaS solution, our “host security” is integrated with our physical, network and web security methodologies. We have implemented processes, controls, and technology to obtain HIPAA Privacy & Security accreditation via URAC as well as ISO 27001 certification.

PAGE 6: Interfaces

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

Ventiv has over 2,500 specific, unique database layouts. The insurers/TPA's for whom we run the most loads are as follows::

- Sedgwick
- Gallagher Bassett
- Liberty Mutual
- ESIS
- Crawford
- AIG/Chartis
- Travelers
- Zurich
- CMS Medicare Reporting

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

EDI capabilities within Ventiv are developed by our compliance team and do not rely on third parties for compliance. Because such relationships can sometimes expose client data in an unsecure manner, Ventiv chooses to be the solitary provider of EDI solutions.

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

Ventiv has 9K+ data loads per month and processes 65M records per month. We have worked with literally hundreds of TPAs, including the largest in the industry. We routinely add/change/delete TPAs on behalf of clients.

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

Rates are developed following consultation with client and ascertainment of scope of work, need for customization, and other project-specific factors.

PAGE 7: Training, Support and Customer Feedback

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

Ventiv's highly effective training program for RiskConsole is developed and delivered by our in-house team. As implementation concludes, the Account Management team begins to deploy the training plan to ensure that each user is able to effectively use RiskConsole. Training is very specific to client needs and the RiskConsole configuration for that client. For full and administrative users, training is usually accomplished with 1-2 days of onsite training. Training also includes multi-day in-person training to staff, in a classroom environment. Claim and risk management users are trained in person by the Account Manager. Core users receive training online so that they can learn to easily re-create the actions on their system. Training also includes train-the-trainer sessions on how to create reports and MyConsole dashboard pages. Ongoing training includes WebEx sessions as needed. Online Help, manuals and context-sensitive help are available 24/7 throughout RiskConsole. Security administration training is separate from other user training. Training materials are provided online and are printable for internal client use.

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

Approximately 52.

Q57: Support types offered:

Dedicated (not pooled) support person,
 Online help, Print user manual,
 Screen "tips" or mouse-overs, Video tutorials

Q58: Telephone support hours

Ventiv Technology is a complete software company; unlike other providers that focus on only configuring software, we provide everything clients require from a software solution provider. This includes 24-hour local-to-global support. Emergency = 24 hour support; standard support = US: 8:30 a.m. EST to 5:30 p.m. PST with local support hours in EMEA and Asia-Pacific.

Q59: Position regarding support of prior product versions

N/A – RiskConsole is a SaaS solution, therefore all clients are on a single version and all clients are supported.

Q60: Do you host a user conference?

Yes

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

May 2014-Australia; Sept. 2014- U.S.; Oct. 2014- EMEA.

Q62: How many customers / prospects were in attendance?

Australia: ~30; US: ~220; EMEA: ~50.

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

As a true software company that controls all aspects of our solutions, customer feedback makes a difference in the development of the application and is highly valued. Unlike RMIS companies that rely on another platform for the development of the application, and where customer development suggestions go into a queue along with millions of other users, our customers provide input via such venues as our Client Advisory Board, client conferences, annual client surveys, and Ventiv account teams' day-to-day interaction with clients. This feedback goes directly to the development team. In addition, in 2014 we held 12 in-person Client Roundtables and in 2015 have 8 Roundtables planned. These are ideal forums for feedback and exchange of ideas between Ventiv and our clients. Any and all client feedback is tracked via a formal development tracking system and tied into the complete development process.

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?

Unlike other organizations that take a 'many-hats' approach to staffing support, Ventiv teammates are aligned along single-purpose job duties. This model aligns with our total software company approach, in that each employee has a dedicated purpose to his/her job duties, versus being fragmented across multiple responsibilities. Rarely can a professional be effective at project management, report writing, account management, configuration, business analyst duties and day to-day support. In contrast, Ventiv hires for specific roles, seeking people who can perform each job uniquely and excitedly well. Staffing models that assign individuals multiple roles place undue pressure on the client relationship and threaten delivery quality. Ventiv puts the right people in the right roles where they can perform dedicated job tasks. This allows clients the advantage of the most professional, highly focused and deeply experienced employees working on one aspect of their program.

Q65: Do you have dedicated business analysts?

Yes. Business analysts, who are Ventiv staff members, are part of our implementation team, assigned at contract award. Their deployment is aligned with the implementation and project management strategy. Team members are scaled up/down to meet project needs.

Q66: Describe your process of tracking delivery team activities

As part of implementation we include a Project Plan for each client. Developed based on a negotiated Statement of Work, the plan defines the specific project phases and sequences for implementation. The Ventiv Project Manager is accountable for team deliverables against budget and timelines.

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

On contract award by a client Ventiv deploys a formal Implementation Plan. This reflects our distinctly phased methodology that encompasses a collaborative, consultative approach that differentiates us from competitors.

Having a defined implementation methodology is a hallmark of an effective software company.

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

Yes. The Ventiv Project Management Organization has representation and ongoing visibility through Ventiv executive management levels throughout implementation and beyond.

Q69: How long is the typical implementation time?

We are a software company that controls the totality of our solution; our team members are aligned with job areas where they are most effective. We have experience ranging from standard implementations to some of the most complex in the marketplace. We take pride in providing estimates that are accurate in terms of the length of time it will take to implement the solution. A typical RiskConsole implementation is generally 4-8 months in duration, with the actual timeline depending on implementation scope, start date and other factors. A fully developed project plan is developed as we progress through the RFP process and during a Statement of Work discussion. We are often able to deliver our product in a shorter timeframe than most traditional RMIS systems, based on the system's web-based design. The RiskConsole architecture is built upon integrated modules that allow rapid assembly of the solution, along with the system's unique configurability qualities and the fact that as a single-version product all of our development efforts are focused on a single production version.

PAGE 9: Business Information

Q70: What was the year of your first RMIS implementation?	2001
Q71: Parent Company (if applicable)	Symphony Technology Group, Inc., Palo Alto, CA
Q72: Business Locations	
Ventiv has 22 offices globally, with major office locations in Chicago, Atlanta, San Ramon, CA, Dallas and Philadelphia as well as London, Paris, Rotterdam, Hong Kong, and Sydney.	
Q73: Top Officers	
Top Executive 1:	Kathleen Burns, CEO
Top Executive 2:	Stephen Rhee, COO
Top Executive 3:	Nick Pessimissis, CFO
Q74: Number of employees (RMIS division only) in 2013	
Executives / Senior Management	9
Product Management, Marketing & Sales	27
Project Management, Development and Quality Assurance	225
Customer Support and Training	99
Total Employees	360-Total company (Global)
Q75: Number of employees (RMIS division only) in 2014	
Executives / Senior Management	8
Product Management, Marketing & Sales	29
Project Management, Development and Quality Assurance	218
Customer Support and Training	98
Total Employees	353

2015 RMIS REVIEW Questionnaire: Unbundled Vendors

Q76: Total annual revenue for all product versions offered Ventiv Technology has enjoyed steady year-over-year growth in our client base and revenues for RiskConsole for the past five years. As a privately held organization, Ventiv deems its financial information confidential, proprietary, and key to its competitive position in the marketplace. Hence, financial information is not disclosed herein.

Q77: Approximate percent of revenue spent on R&D 20-25 percent

Q78: Customer Statistics

Total Current Parent Level Clients –this client version	385 RiskConsole clients
Total Current Parent level Clients- all previous versions	385 RiskConsole clients
Total Current Users—all versions	345,000
New Clients in Last Fiscal Year	41
Number of lost clients in Last Fiscal Year	11

Q79: Largest customer markets (Please rank top 5)

Construction	4
Insurers/TPAs	5
Pools/Self-Insured Groups	3
Manufacturing	1
Retail/Distribution	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.	CS STARS
2.	Riskconnect
3.	Origami Risk
4.	Risk Sciences Group
5.	TPA/Carrier systems

Q82: Predominant programming language Java

Q83: Databases supported Oracle

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

RiskConsole is compatible with iPhones and iPads to search, view, edit, add claims, policy, property, exposure, and other types of information into RiskConsole. It can also be used to reset user passwords and to view and run business intelligence reports. A user’s capabilities in mobile are related to their capabilities from the desktop version – if the user can only view data on the desktop, they can only view data on mobile. The interface is designed to work with mobile and tablet devices. Note that the system is accessed using a browser on the smart device, thus a Wi-Fi or cellular connection is needed.

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

2013	We do not disclose revenue numbers.
2014	We do not disclose revenue numbers.

Q86: Please identify all revenue-generating activities:

Software license sales, Custom applications,
 Data Conversion and Consolidation activities,
 Ongoing maintenance,
 Please list all other revenue generating activities
 Professional Services (Consulting,
 Implementation, Project Management, Business
 Analysis, etc.)

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

Software license sales	We do not disclose revenue numbers.
Custom applications	We do not disclose revenue numbers.
Data Conversion and Consolidation activities	We do not disclose revenue numbers.
Consulting	We do not disclose revenue numbers.
Ongoing maintenance	We do not disclose revenue numbers.
Other	We do not disclose revenue numbers.

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.
 We serve as channel partner for Aon Risk Services.

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

Site license, Module/LOB pricing, Named users,
 Non-named users (concurrent usage),
 Read only (limited access users),
 Data conversions/feeds/EDI, Maintenance,
 Support, Training,
 Integration with HR, A/P systems,
 Other (please specify)
 Custom Reporting needs if applicable

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

Respondent skipped this question

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

Rates are developed following consultation with client and ascertainment of scope of work, need for customization, number of modules, need for data conversions, and other project-specific factors.

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

Cost to implement the system are highly variable and dependent on such factors as scope of work, volume, type and conversion requirements for data migration, modules selected, customization and configuration needs and other highly specific factors.

Q93: Additional comments on pricing

Ventiv takes a consultative approach based on our extensive experience and over 650 client implementations for each client to define a specific scope of software services required. This is the basis of how we calculate precision pricing for each client. Thus, we are unable to provide estimated annual cost ranges simply based on named users.

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.

In excess of 99%, which is our minimum Service Level Agreement guarantee. Our 2012 availability exceeded 99.8%; in 2013, availability for RiskConsole was 99.96%. Availability for 2014 was 99.995%.

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

We currently support 11 languages, allowing local users to read data fields in their local languages, including English (U.S), English (UK), Spanish, German, Italian, French, Dutch, Portuguese, Japanese, Chinese-Traditional, and Chinese-Simplified.

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

- | | |
|---|---|
| 1 | 1. 41 years of proven results with clients, delivering systems with intellectual property reflecting this experience |
| 2 | 2. New ownership is yielding a software evolutionary process unrivalled in the marketplace modules that are highly configurable |
| 3 | 3. Achievement of the highest levels of security accreditation: HIPAA, ISO 27001 and Safe Harbor to protect client information in a manner unequaled in the marketplace |