



ADVISEN

Insurance Intelligence®

Q1: Contact Information

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Q2: Company Website

<http://www.yorkrsg.com/>

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

FOCUS

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	Custom

Q6: Other lines of business supported

Property, Special Needs, Umbrella, Non Subscription, Marine Inland, Marine Ocean

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

FOCUS uses a web service to call documents stored directly in the claim system. You can view the documents in their original format, save and print them as needed.
Any non-claim based documents, like those for locations and policies can be uploaded directly to FOCUS.

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?
There are no limitations on the number, field types, or reporting capabilities on these fields.

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

FOCUS is browser agnostic and supports all standard browsers, including:
Internet Explorer: Versions 8 and higher
Firefox: Recent and current versions
Safari: Recent and current versions
Chrome: Recent and current versions

PAGE 3: SYSTEM FUNCTIONALITY

Q10: Dashboards and Alerts

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

Q11: Maximum amount of dashboards allowed by your system

There is no maximum amount of dashboards allowed in the system.

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

Users can customize their own dashboards easily through a simple, intuitive user interface. The dashboards can be downloaded, emailed, scheduled, or combined with other reports to create a comprehensive analytical tool.

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	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	Configurable

Q14: Policy and Exposure Tracking

Policy tracking (list of policies)	Standard
Policy management (details of policies)	Standard
Underwriting	Custom
Certificate tracking	Custom
Certificate issuance	Custom
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	Custom
Intelligent Mapping	Standard
Please explain your intelligent mapping software capabilities	FOCUS has the ability to integrate data into geo-coded locations on a map as well as has a number of dashboards and reports that display data via maps.

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

York partnered with Origami Risk to produce FOCUS.

Q16: 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	Loss analysis, Actuarial, Exposures and Values

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

Since all of York’s data is in FOCUS, Account Managers have the ability to compare the client’s data against York’s book of business.

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

Respondent skipped this question

Q19: Other notable features or comments

FOCUS is York’s powerful, yet easy-to-use customer interface that gives you instant access to the risk management information, analytics and reports you want, exactly the way you want to see it. FOCUS transforms volumes of data into useful information that can be understood at a glance through data visualization and allows you to set up custom dashboards of the risk management information most meaningful to you and your business. You can also access the details of a claim, examine it in a specific context, and quickly find additional information using our ever growing library of reports. When you know the information you want on a regular basis, a few clicks allows you to schedule automatic delivery of reports to you and/or your colleagues and business partners. By clearly and effectively communicating data and transforming it into knowledge, FOCUS helps you better understand and manage your risk.

PAGE 4: Claims Self Administration Features

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

Respondent skipped this question

Q21: Please describe your business process / workflow collection tools

Respondent skipped this question

Q22: Claims management features

Customizable Diary	Unavailable
Adjuster Notes access (if applicable)	Standard
Reserve Analysis (worksheet)	Standard

Q23: Third party reporting and documentation

OSHA reporting	Standard
NCCI Reporting	Standard
Other Carrier Data	Standard
Describe other carrier data & include names of carriers	York has relationships and handles claims for a large variety of carriers. All carrier data is available in FOCUS for global reporting.

Q24: Other notable features or comments

The product is optimized for mobile especially tablets or any device larger than the 7 inch form factor.

PAGE 5: Software, Technology and Security

Q25: Did your organization develop the software platform your solution resides on? No

Q26: If another organization develops the software platform your solution is based upon, please describe this relationship.

York has partnered with Origami Risk to build FOCUS.

Q27: Who maintains your software platform?

Origami Risk

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

Trello

Q29: Do you have a need to develop software outside of your primary platform? Yes

Q30: If so, what applications are involved?

Custom ETL and data quality tools are used, insuring the highest quality of data in FOCUS.

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

Origami Risk

Q32: Does your firm use off-shore resources at all? No

Q33: Who maintains your software infrastructure?

Origami Risk IT Operations and Development

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

Yes

Q35: Do you provide the ISO 27001 certification to your clients? No

Q36: Does your solution allow for full encryption at rest for all client data in all hosting facilities used by your organization? Yes

Q37: Does your solution provide the ability to encrypt specific fields while at rest? Yes

Q38: What technology/data standards are used/supported by your application? (e.g. WSI, WSS, ACCORD XML)

FOCUS utilizes technologies that support industry standard data interchange formats, including EDI, fixed and variable length file formats and XML formats including ACCORD and JSON. FOCUS is delivered through HTTP utilizing the SSL protocol.

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

FOCUS utilizes PGP encryption for files at rest and in transit, SSL for all web-based requests, and FTPS/SFTP for file transfers, database encryption technology (AES265) and file systems using AES256 based encryption. A key management system is used to manage and rotate keys.

Q40: Describe any API offered

FOCUS offers a web services API providing a secure, REST-based web service to query and update most modules within the application.

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

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

Our partner, Origami Risk, has attained an SSAE16 SOC2 attestation indicating the effectiveness of the security design and controls for the base product FOCUS is built upon. They also recently underwent a NIST-800 audit for a Medium/Moderate System Categorization with favorable results. Penetration, vulnerability testing and security audits are also performed by a third party.

PAGE 6: Interfaces

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

FOCUS is refreshed, nightly, from York's claim systems. The updates include claim records (claim + notes + transactions), policies and locations. Documents are available in real time.

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

Respondent skipped this question

PAGE 7: Training, Support and Customer Feedback

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

We have a number of FOCUS subject matter experts spread across the nation. These experts conduct one-on-one training with their clients either via webinar or in person.

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

61

Q48: Support types offered:

Toll free number,
 Dedicated (not pooled) support person,
 Online help, Print user manual,
 Screen “tips” or mouse-overs

Q49: Telephone support hours

8:00am – 8:00pm EST

Q50: Position regarding support of prior product versions

FOCUS is a single version, Software-as-a-Service RMIS application. All clients are always on the most recent version and automatically receive upgrades every 6-8 weeks.

Q51: Do you host a user conference?

No

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

Respondent skipped this question

Q53: How many customers / prospects were in attendance?

Respondent skipped this question

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

Our FOCUS Ambassadors interact with our clients, carriers, brokers and our own internal departments. They bring us suggestions and requests for enhancements. We also have early adopters for new features. These clients volunteer to “try out” the feature and provide us with valuable feedback on its usability and functionality.

PAGE 8: Implementation

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

FOCUS first level of support is always the Account Manager. This is the person who handles the day-to-day interaction with the client and is equipped to support most requests. Our FOCUS Subject Matter Experts are tier two support. They jump in to assist with report requests, customizing dashboards, creating business reviews and more complicated questions. Finally, we have a dedicated FOCUS product management team who receives enhancement requests, custom report requests and any issues that were not resolved with the tier one and two support.

Q56: Do you have dedicated business analysts?

Yes

Q57: Describe your process of tracking delivery team activities

We have a dedicated department Project Manager who oversees all project deliverables and responsibilities using the Project Management Institute Standards of Planning, Execution, Monitoring, Controlling and Closing.

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

FOCUS project methodology is derived from the Project Management Institute Standards – Planning, Execution, Monitoring, Controlling and Closing. Depending on the type of project we further execute based upon an Agile methodology.

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

Yes

Q60: How long is the typical implementation time?

When a client is ready to be implemented in FOCUS, their data is loaded within 48 hours. Their users are immediately provided with accounts and their training is completed based upon the schedule they set up with their account manager.

PAGE 9: Business Information

Q61: What was the year of your first RMIS implementation? 2013

Q62: Parent Company (if applicable) *Respondent skipped this question*

Q63: Business Locations

York has offices Nationwide

Q64: Top Officers

Top Executive 1:	Rick Taketa, President and CEO
Top Executive 2:	Jeff Marshall, CFO
Top Executive 3:	Randy Paez, SVP, Information Technology

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

Executives / Senior Management	1
Project Management, Development and Quality Assurance	1
Other	1
Total Employees	3

2015 RMIS REVIEW Questionnaire: Bundled Vendors

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

Executives / Senior Management	1
Product Management, Marketing & Sales	1
Project Management, Development and Quality Assurance	1
Customer Support and Training	2
Other	2
Total Employees	7

Q67: Total annual revenue for all product versions offered *Respondent skipped this question*

Q68: Approximate percent of revenue spent on R&D *Respondent skipped this question*

Q69: Customer Statistics

Total Current Parent Level Clients –this client version	1740
Total Current Parent level Clients- all previous versions	0, no clients are on previous versions
Total Current Users—all versions	981
New Clients in Last Fiscal Year	1740
Largest Number of Users in Single Contract	52
Number of lost clients in Last Fiscal Year	0

Q70: Largest customer markets (Please rank top 5)

Insurers/TPAs	2
Pools/Self-Insured Groups	5
Public Sector	1
Retail/Distribution	3
Transportation	4

Q71: Top 5 RMIS competitors *Respondent skipped this question*

Q72: Predominant programming language .Net / C#

Q73: Databases supported Microsoft SQL Server

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

FOCUS operates on all mobile platforms including iOS, Android, Windows, Blackberry, etc.

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
Q76: Does your RMIS act as a “channel partner” for any 3rd party information or a la carte services?	Yes
Q77: Approximate total annual cost (ranges) excluding initial implementation	
10 Named Users	Less than \$25,000
100 Names Users	\$50,000 - \$75,000
Q78: What are the associated fees and hourly rates to implement your system?	
\$0	
Q79: What is the typical one-time cost to implement your system?	
\$0	
Q80: Additional comments on pricing	
FOCUS is only available to York claim service customers as a value added service.	

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.
In 2014 our vendor had a total of 8 minutes of unplanned downtime (99.998% uptime), and 6 hours of planned downtime (maintenance and releases). Several monitoring tools are used including Pingdom and New Relic. Unplanned downtime is an outage that affects all clients’ ability to use the system.
Q82: Please describe if your RMIS is multilingual.If so, please list the other languages supported.
Fields and field labels are available in all languages except for languages that require complex symbols (such as Japanese). Embedded help text is also available in multiple languages and coded fields support decodes in multiple languages.
Q83: List the top 3 reasons that you believe set you apart from other RMIS vendors
1 Simple
2 Intuitive
3 Engaging