Panel Identified Critical Factors in Upgrading to a Modern Claims System or RMIS Solution

*Claims and Risk Management Executives Shared Lessons Learned and
Key Criteria When Shopping for a New System*

Larkspur, CA – May 11, 2016 – Claims and risk management information systems (RMIS) help organizations streamline the claims process and minimize the total cost of risk, respectively. However, systems become outdated and need to be replaced. How to select a new system that can meet an organization's needs now and into the future was the topic of the panel entitled, "Critical Factors: Selecting Claims and RMIS Systems," coordinated by Systema Software for the 2016 RIMS Annual Conference.

"Selecting a new claims system or RMIS can be an arduous task filled with many risks. Chief among them is if you make the wrong choice, the project may fail," said Jose Tribuzio, CEO of Systema Software. "Building a list of criteria for your new solution can be tedious and time-consuming. To give RIMS attendees a leg up in this process, we organized a panel of executives who have previously gone through selection and implementation projects. These panelists shared their stories and specific tactics, and outlined key criteria that helped guide their selections."

Systema Software recruited David Tweedy, Director of Risk Management Information Systems at Bickmore, to moderate the panel, which included the following speakers:

- Michele Adams, Vice President, Risk Management Services, Walt Disney World Resort
- M. Jeff Rowley, Director of Risk Management, Salt Lake County
- Ron Carlson, Business Program Manager, Church of Jesus Christ of Latter-Day Saints

"This was the most experienced, well-balanced panel that I've had the pleasure to work with, since I started attending and speaking at RIMS. They offered significant expertise and provided attendees with a roadmap to conduct their own selections," said David Tweedy, Director of Risk Management Information Systems at Bickmore. "We recruited speakers who came from organizations that were vastly different from one another, including a large commercial company, a small public entity, and a large non-profit. As a result, each had unique business and system requirements, and yet each faced similar issues and challenges along the way."

"As one of the panelists, I found it interesting that regardless of the scope of our individual projects, unique needs, and required connections within our IT environments, each of our organizations went through a similar process to identify the crucial elements that, ultimately, helped us arrive at chosen solutions that best fit our respective organizations and objectives," said Jeff Rowley, Director of Risk Management at Salt Lake County.

In summary, each organization took the time to carefully evaluate their business and system needs at the onset, garnered executive-level support for the IT investment, and developed a big-picture vision and strategy that kept their teams focused on the end-result. The panelists agreed that getting users involved was also important. Each used different tactics to obtain user input and to foster system champions—all critical to the overall success of their projects.

Critical criteria outlined by the panelists included:

- User-friendly interface, including robust features and functionality
- Flexibility, scalability and security
- Ability to integrate with other systems in a complex IT ecosystem
- Electronic Data Interchange (EDI) with external agencies and other service providers
- Compliance with various state and federal requirements
- Powerful reporting and data analysis capabilities
- Workflow management and automation
- A vendor with a tradition of providing superior support and ongoing product development

About Systema Software
Systema Software, LLC, provides flexible, comprehensive solutions and services to the insurance industry. SIMS Claims is an innovative, award-winning claims administration system, which is highly praised by clients and well recognized by industry experts as a leading claims solution.

Together, our team of Big 4 consulting and industry veterans, experienced software developers, and project managers deliver an architecturally strong enterprise platform, designed for superior speed, scalability, and performance. With advanced technology and focused customer service, Systema Software has experienced phenomenal growth and success, earning high rankings on the national Inc. 5000 and local Fast 100 lists of fastest-growing private companies. For more information, visit us online at www.systemasoft.com.

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