

# The ESIS Advantage:

Design. Integrate. Achieve.

ESIS®



What matters to you, matters to us. Our collaborative approach to program design and ongoing pursuit of excellence gives you the power to achieve your risk management goals.

With ESIS, you can discover the ways we help our clients design programs that integrate with their initiatives and achieve superior results.

## **Design: Your program is different. So is our collaborative approach.**

ESIS recognizes each risk management program is unique, and we are committed to providing consultative and innovative solutions to drive superior results for your program. Our culture and vision enables us to effectively operate as an extension of your risk management program, aligning combined goals to form a collaborative partnership.

## **Integrate: Powerful resources. Exceptional service.**

We recognize our clients' desire to do things differently, and we are confident that our integrated approach will deliver

better overall results for your program. ESIS' specialized claim intervention strategy integrates an effective deployment of resources and appropriate actions, which are essential to your program's success, including:

- **Supervisor involvement** – Targeted supervision over claims with the greatest potential for higher costs through the use of predictive modeling is an integral part of our claims best practices.
- **Claim tail intervention** – Complex claims can sometimes have longer tails and lost time. The use of predictive modeling to identify claims with additional, unrecognized severity aids reducing lost time duration.
- **ESIS' suite of medical programs** – Fully customized and integrated into our claims adjudication and management process ensures the best possible medical care is provided, thereby helping to achieve your consistent cost containment goals.
- **Litigation prevention** – Utilization of a claimant advocate focuses on the elimination of misinterpretation, promoting care for your employees, and mitigating adverse experiences when they occur.

**Achieve: Tangible outcomes.**  
**Measurable results. Lower loss costs.**

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Our success in helping clients mitigate their loss costs provides us with a clear vision of how we can help you achieve your risk management goals. We understand how a proper design and integration leads to achieving the best results. We continually measure our performance, ensuring optimum outcomes for our clients, including:

- A comprehensive quality review program and self-audit process to demonstrate consistency and value
- Customized scorecards using Key Performance Indicators (KPIs) to monitor and measure our performance
- Benchmarking and root cause analysis that explains trends and identifies opportunities

### **Sophisticated Tools**

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We understand that risk managers need sophisticated tools to exercise greater control over outcomes. ESIS Global Risk Advantage® helps generate useful risk management reports, analyze loss trends, and perform other necessary tasks to help drive informed decision making. Features include:

- Our mobile app that provides you with on-the-go access to the most essential information
- Dynamic, interactive, and intuitive program analysis functionality
- Automated triggers/alerts for reserve increases, return to work, claim closure, etc.
- Data monitoring that provides instant access to claim information

**ESIS Advanced Analytics in Action®** helps to determine the overall health of your risk management program and enables us to isolate opportunities for improvement. Our comprehensive approach to client benchmarking begins with a retrospective analysis of outcomes data. We make valid comparisons and note proportional divergence from benchmarks over time. This leads to the identification of beneficial and adverse

trends, helps pinpoint correlative patterns, and leads to the development of theories concerning causation. This ongoing effort helps to reduce claim frequency, improve closure rates, and achieve better outcomes.

### **Ancillary Services**

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ESIS offers a variety of ancillary services to further support your risk management goals.

**ESIS Health, Safety and Environmental (ESIS HSE)** consulting services help create a healthier and more productive work environment for employees by helping your business reduce workplace hazards and organizational risk factors that cause occupational illnesses. We offer a variety of occupational health and safety products, including a full suite of environmental services.

**ESIS Catastrophe Services** offers a full range of services that cater to many types of companies to help protect your business before, during, and after an incident. ESIS' catastrophe services team understands the impact and adverse effects catastrophic events can have on your business' reputation and bottom line.

**ESIS Construction** provides a dedicated team of professionals who understand the unique exposures and specialized claims handling required for the construction industry. ESIS On Call™, our proprietary mobile application, helps to quickly and easily report an incident or accident to ESIS, initiating rapid mobilization of crucial risk management resources – an important first step and one that may help mitigate claim severity and associated loss costs.

### **ESIS Overview**

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#### **Customer Focus**

- Dedicated to providing exceptional service
- Consultative partnership for improved client outcomes and demonstrated results
- 96% average client retention

### **Experience**

- Managing over \$2.5B of customer losses/320,000 new claims
- More than 1,400 experienced associates
- Excellence in claims administration for more than 60 years

### **Financial Strength**

- Sustained and profitable growth since 1953
- Continual investment in our products, services, and innovative technologies

### **Scope of Services**

- Providing a fully integrated suite of services
- ESIS is an approved TPA among more than 20 insurance carriers
- More than 50% of our business is in an unbundled arrangement

### **Our Products**

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ESIS offers one of the industry's broadest selections of risk management products and services, including:

- Workers compensation, auto and general liability, professional and product liability claims management
- Integrated and customized medical management programs
- ESIS Global RiskAdvantage, a proprietary, industry-leading RMIS
- Health, Safety and Environmental (HSE) consulting
- Catastrophe claim management services
- Global claims services in more than 80 countries
- Special Investigation Unit
- Recovery services

### **ESIS National Contacts**

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