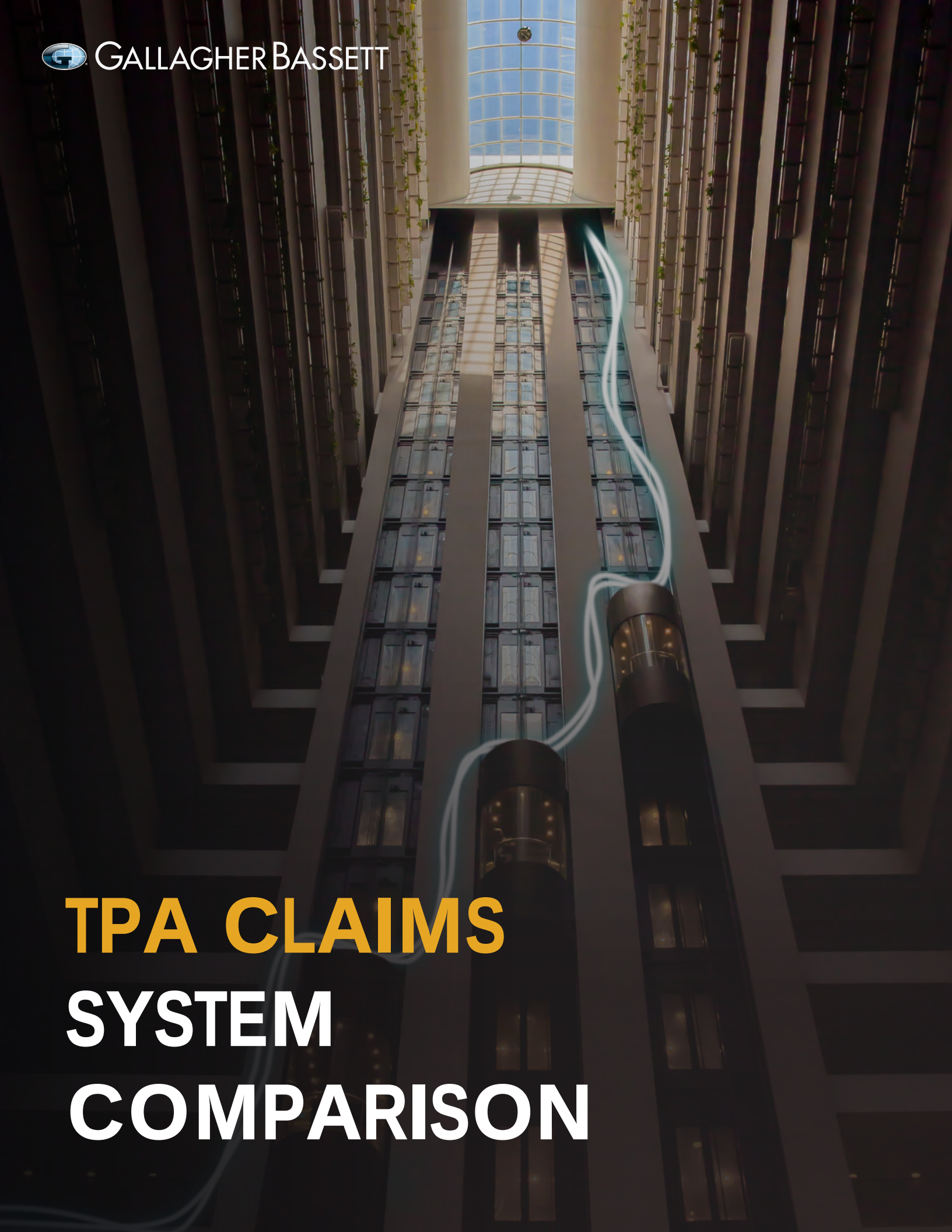
GALLAGHER BASSETT



TPA CLAIMS SYSTEM COMPARISON

Fear. And uncertainty. Both byproducts of our modern pandemic era. Today, above all else, they are presenting a distinctly unique set of challenges that must be managed by our global business, and risk management communities. Information access and availability, now more than ever, are key to successfully maneuvering through these unprecedented times, and risk exposure levels.

LUMINOS, our Risk Management Information System (RMIS) platform, is the single point of entry for all technology-based products offered by Gallagher Bassett. LUMINOS is synonymous with assessment and analytics. Powerful next generation technologies allow our corporate, broker and carrier clients to focus on the right things, the factors that impact all areas of modern day risk management. Global vantage points help our risk managers uncover, and review, program trends. They also provide intuitive, innovative analytics provide at-a-glance metrics supporting the execution of all risk management, and mitigation programs and strategies.

For the third year in a row, the recently released 2020 RMIS survey, published by independent industry veterans David Tweedy and Patrick O'Neill, recognized LUMINOS as the most comprehensive product in the bundled TPA RMIS space. Also noted in the survey were top LUMINOS honors for system capabilities, and Net Promoter Scores (NPS).

> **"Gallagher Bassett (GB) continues to offer the most highly rated TPA RMIS from both service and functionality perspectives."**
>
> Redhand advisors

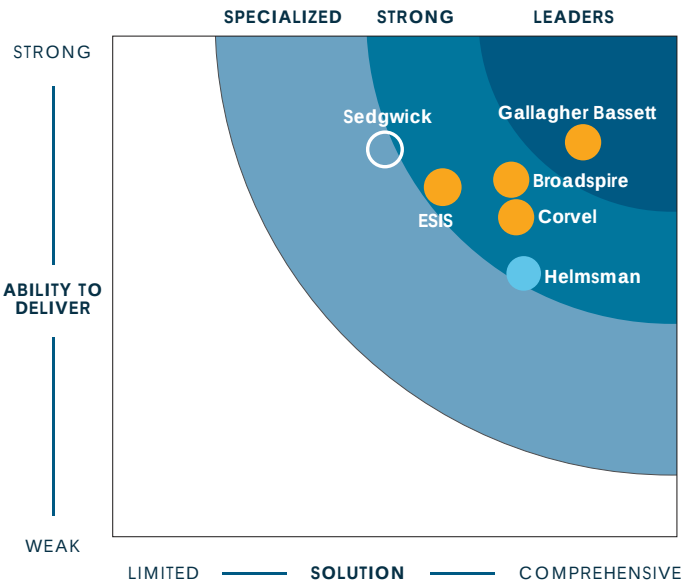
LUMINOS

LUMINOS easily enables remote data access, a necessity in these uncertain times, from any internet connected device, anywhere. Ensuring continuous availability of all applicable data, including claims, notes, policies, attachment documentation and employee demographic information, our clients are never out of touch with their program details. Additionally, LUMINOS provides automation, analysis and business rule management that help our clients to gain efficiencies, and repurpose resources to other strategic activities, and outlooks. And finally, our certified, and audited computing environments keep all client PII and PHI data safe, and secure.

LUMINOS is available immediately upon program inception with Gallagher Bassett. Our enhanced service offerings, coupled together with our RMIS platform configurability, further extend our RMIS tool capabilities, and overall value proposition. Supporting collaborative group efforts and individual work styles, our expansive RMIS product suite is designed to meet today's global risk management challenges.

Breaking new ground, LUMINOS is THE single RMIS portal that enables enables our corporate, broker and carrier clients to successfully anticipate, evaluate, and manage their total cost of risk.

OVERALL RATINGS



LEGEND

- Yellow circles represent vendors that had sufficient user survey results and the author's had direct up-to- date knowledge
- Open circles represent vendors that the authors had limited information available to provide results for "Solution"
- Light Blue circles represent vendors that limited user survey results were available to provide results for "Ability to Deliver."

RMIS REPORT

Providers at a Glance:
Third Party Administrator Providers

SYSTEM CAPABILITIES

	Broadspire	CorVel	Gallagher Bassett	Sedgwick
CLAIMS MGMT				
EH&S				
EXPOSURES				
POLICY & INSURANCE				
REPORTING				

LEGEND

- VERY STRONG
- STRONG
- ABOVE AVERAGE
- AVERAGE
- BELOW AVERAGE
- WEAK
- N/A

The results displayed are based on the composite results of the Vendor RFI scoring and User Survey results.

COMPANY INFO

Ownership

Public Company
Arthur J. Gallagher

Founded - 1963

Headquarters & Locations - rolling Meadows, IL

Leadership

- Scott Hudson, President and CEO
- Mike Hessling, CEO North America
- Russ Pass, EVP Product and CIO
- Jennifer Turner, SVP Product Management - Luminos

Contact

Jennifer Turner
630-694-5274
jennifer_turner1@gbtpa.com

RMIS Employees | 140

Top Industries

- Captives
- Carrier
- Food & Beverage
- Manufacturing
- Public Entities
- Retail
- Transportation

Markets Served

- Captive/Pool Management
- Claims Administration
- Claims Management
- Enterprise Risk Management (ERM)
- Environmental, Health & Safety (EH&S)
- Exposure/Asset Management
- Healthcare
- Incident Management
- Litigation Management
- Loss Control/Safety
- OSHA Compliance
- Policy/Program Management
- RMIS
- Underwriting

Company Overview

Gallagher Bassett is the premier global provider of risk and claims management services. The purpose of GB's over 6,000 claims professionals is to help people, teams, and companies face unexpected loss and uncertain futures, with confidence, by providing expertise, innovation, quality, and exceptional service that delivers superior outcomes.

LUMINOS Product Information

With Luminos, GB has married together the industry's gold standard in SaaS with GB's unmatched perspective as a global claims management leader. LUMINOS is your single, global portal into the total picture of your risk management program. With stunning clarity wherever you focus, from individual claims to data trends. Illuminating whatever it takes to let you more accurately assess, and control, your total cost of risk.

What's New

- Medical Bill Review KPI Dashboard
- On-line Interactive Report, Widget and Data Dictionary user guides
- Legal Scorecard
- Enhanced broker capabilities, including new "cross client" search, dashboard and reporting features
- UK product expansion
- Claim Strategy Dashboard
- Reporting and Dashboards – enhanced reporting and dashboard self service capabilities via improved custom ad hoc features for creating summary reports and custom, client defined widgets. New reports and new widgets added to the standard library.

What's Coming

- Industry Vertical Modules
- Enhanced Carrier Policy Solutions
- Litigation Management
- Expanded Mobile capabilities
- Additional Medical Management/Managed Care analytics
- Enhanced Reporting and Dashboards
- Employee Management Module
- COVID-19 Exposure Tracking functionalities
- FNOL API integration
- International Expansion

PRODUCT SCORES

Claims Management

8.5

EH&S

8.0

Exposures

8.3

Reporting

8.5

Policy Insurance

8.2

System Attributes

8.5

System-wide Functionality

8.0

CUSTOMER EXPERIENCE

Support Hours

Monday to Friday
Based on Client Time Zones

Support Offered

- Dedicated Account Representative
- Email
- Helpdesk
- Phone
- Screen “tips” or mouse overs
- User Manual
- Video tutorials

User Conference

Annually

Client Advisory Council

Yes

PRODUCT

Initial Release

2015

Current Release

SaaS

Release Schedule

Monthly

Implementation Time

Basic: 1 Day
Moderate - Complex: Custom

Customers

Users

Deployment

SaaS

Hosting

3rd Party hosted

Data Encryption

Yes

Browsers

- Apple Safari
- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Internet Explorer

Service Methodology

Our Account Managers provide the front line support for our clients. They receive regular Luminos training and go through certifications on the product. They are backed up by the Help Desk and the Luminos Team.

Implementation Methodology

GB has expanded the Luminos training and implementation staff with numerous tenured RMIS professionals to align with the growth of our organization. GB Luminos Implementation Managers work closely with clients to develop detailed specifications and project plans to meet and exceed client expectations.

Technology Overview

Luminos is a combination of products provided by Origami Risk and proprietary products rendered by Gallagher Bassett and our TPA service model. Origami is deployed in AWS within a Virtual Private Cloud on Windows Server 2019 instances and uses the MS SQL Enterprise 2019 database. Origami was built on the ASP.NET MVC framework and uses C#, HTML 5, JavaScript, CSS, JQuery. Origami uses Microsoft Visual Studio for development.

Security Certifications

ISSAE 16 - SOC 2, NIST, HIPAA, EU-U.S. Privacy Shield, FSIMA Compliant

Last 3rd Party Assessment

4/11/19

USER SURVEY RESULTS

Customer Experience 7.8

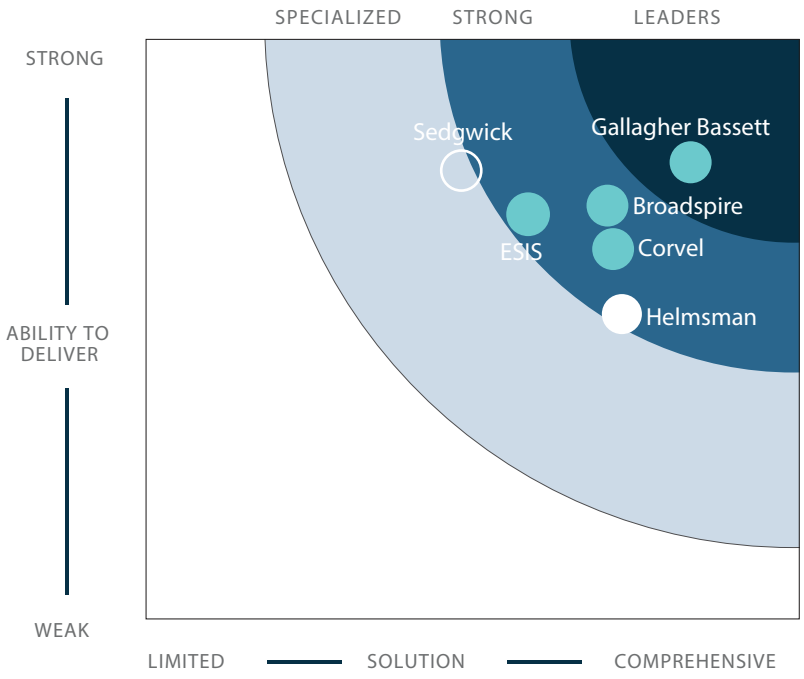
Implementation Experience 8.0

System Value 8.4

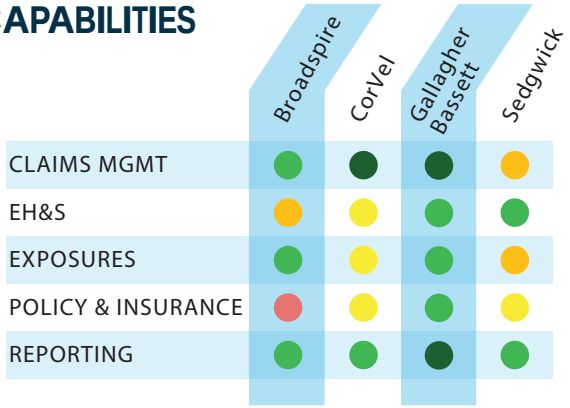
System Satisfaction 8.2

Providers at a Glance:

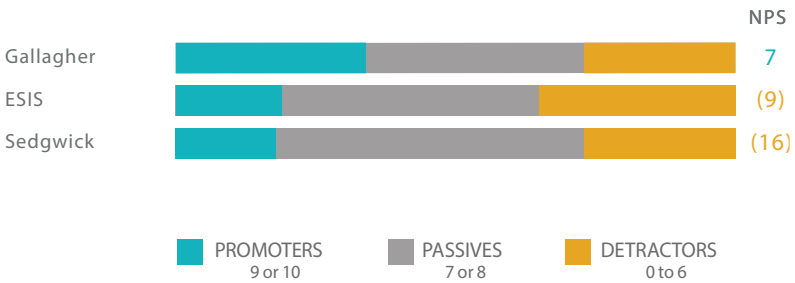
OVERALL RATINGS



SYSTEM CAPABILITIES



NET PROMOTER SCORE



LEGEND

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- Open circles represent vendors that the authors had limited information available to provide results for "Solution"
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- VERY STRONG
- STRONG
- ABOVE AVERAGE
- AVERAGE
- BELOW AVERAGE
- WEAK
- N/A

The results displayed are based on the composite results of the Vendor RFI scoring and User Survey results.

The Net Promoter Score (NPS) is a prominent customer satisfaction metric. User Survey respondents were asked "How likely is it that you would recommend the system to a friend or colleague in the industry? (Scale: 0 - Not at all likely to 10 - Extremely Likely)." *Only vendors with sufficient user* feedback are included.

Experience the power of LUMINOS

LUMINOS Powerful next generation technologies allow our clients, carriers and brokers to focus on total cost of risk reduction.

I have found Luminos to be one of the **best tools** in our toolbox for injury prevention and reduction. Luminos enables our Safety Consultants to **customize safety training** based on client losses and to better allocate our resources.

- Miguel Lopez, Risk Compliance Consultant, Avitus Group

Luminos provides us with the **ability to manage our Total Cost of Risk**. We are using the Enterprise Risk Management solution and there has never been a time when the importance of managing all aspects of risk has been more relevant, especially for a **Global Fortune 500 Specialty Retailer**.

- Vice President, Enterprise Risk Management, Global Insurance and Claims

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To learn how LUMINOS can bring brighter insights to your program, visit us at insurers.gallagherbassett.com