

STRATEGIC OUTCOMES PRACTICE - CLAIM, RISK CONTROL & DATA ANALYTICS

Buying insurance is only part of the risk management battle - preventing losses and managing claims are critical elements as well. Risk control and claim management offer powerful value opportunities that can produce strategic advantages.

The Willis Strategic Outcomes Practice drives better results for organizations of every size and type by delivering technical and consulting services that help:

- Prevent and mitigate loss and exposure to loss
- Get claims paid quickly, efficiently and appropriately
- Contain losses when they do occur
- Mobilize data analytics to deliver more efficient and more effective risk management

The foundation of our service delivery is a team of regional consultants charged with client ownership and integrated service advocacy. They are supported by a regional team of highly experienced claim consultants and technical loss control and safety experts.

Backing up our regional consultants are national product line and industry experts whose responsibility is to drive best practices, product enhancement, training and development. In claim management, we also have a unique

centralized team of claim reporting and monitoring advocates who bring to the table deep experience with the carriers and the coverage scenarios you are likely to face.

WHO WE SERVE

- Clients seeking a strategic partner to help them meet their risk management objectives, protect assets and ensure business continuity
- Property and Casualty clients with risk profiles of every scope and complexity
- Clients looking to control claim costs and to secure prompt recovery of claim dollars
- Clients with a need for analytical data that is meaningful and useful

WHAT WE DO

We impact loss costs through pre-loss consulting and a strong focus on getting your claims paid. Our services include:

- Risk and loss control consulting
- Reporting, monitoring, advocacy and consulting
- Claim closure and legacy resolution
- À la carte claim and risk reduction services and products
- Specialization in large, complex Casualty and Property claims
- Catastrophic loss response planning
- Construction claim and risk specialization
- Business continuity management consulting

The Willis logo is displayed in white, serif font on a dark blue rectangular background. The logo is positioned in the bottom right corner of the page, which also features a yellow horizontal bar above it.

WILLIS CLAIM RESOLUTION "PYRAMID OF POWER"



- TPA and managed care program cost and design consulting
- Data analytics, cost benefit analysis
- Benchmarking

WHY WILLIS

- The Strategic Outcomes Practice has more than 330 risk services consultants throughout North America. Like all Willis resources, these are delivered to your doorstep through our One Flag service model of Client Advocacy and *Glocal* service – global resources, delivered locally.
 - 225 claim consultants, with an average of 24 years' experience
 - National team of complex property experts
 - 103 risk control and safety technicians
 - More than 230 risk control colleagues worldwide
- We offer the industry's only centralized Claim Advocacy and Administration Group. We don't just talk claim advocacy, we've built an entire practice around it.
- We have dedicated claim experts in areas where claims can be exceedingly complex, such as environmental pollution and construction accidents.
- We offer borderless access to the right solutions.
- We have best-in-class competency and trusted business partners.
- We have experience in high-dollar resolution (HDR) with critical incident/high impact event consulting.

- We offer proprietary data analytic technology:
 - ClaimsourceSM, our proprietary claim monitoring system
 - Turning loss runs into actionable information
 - Analyzing the claim handling trends of your adjuster team
 - Solutions-based approach to benchmarking
- We provide technical bulletins on a number of operational risks and timely issues, offering insight on how they may impact your own exposures.

CONTACTS

Janine Collins

Product and Business Development
804 967 2075
janine.collins@willis.com

Dorien Smithson

Practice Leader
Strategic Outcomes Practice
215 239 6809
dorien.smithson@willis.com