

Welcome to Risk Express

We are pleased to announce the launch of Risk Express, the newsletter of Computer Risk Management. In this inaugural issue we would like to introduce you to our organization and the goals of the publication. Risk Express is focused on providing practical advice and education on claims management and risk management technology. When it comes to technology there is often confusion around the latest developments in the industry and the use of technology jargon. Our audience is claims and risk management professionals. We intend to give you what you really need to know about technology to more effectively do your jobs.

While Risk Express is a publication, we want it to be interactive and focused on current issues affecting the readers. We encourage you to ask questions of us and request that specific topics be covered in the publication. We will do our best to address all readers' requests in Risk Express. Please contact our editor Andrew Berry (aberry@riskmanagers.com) with questions and suggestions.

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About Our Sponsor

Computer Risk Management (CRM) is a claims and risk management software company. We were founded by claims professionals and our claims product was initially developed and tested within a third party claims administrator. We are based in Oklahoma City and have been developing risk and claims management software for over twenty years. Our focus is in serving the transportation industry and the public sector.

Our principle product is the Risk2006™ claims management software product. This product has been continuously developed over our twenty year history and embeds the extensive claims knowledge of our founder and team. Their influence is reflected in several key claims management principles built into the product:

- An occurrence structure allowing all claims and claimants to be tied to an individual event.
- A complete audit trail identifying who did what on the claim
- An extensive relational database reflecting the structure of the claims management process

Computer Risk Management also provides a policy management product, Indecon, for the management of sponsored owner-operator insurance programs.

Our products are built on proven, stable, cost-effective technology. We believe that technology solutions should work within your business environment not the other way around. We focus on solving claims and risk management issues first, building technology second. Our technology principlesTechnology should be affordable, easy to implement and accessible.

Our Team

CRM was founded by **John Sullivan**, a lawyer and a long-time claims professional. He previously founded and ran both Claim Indemnity Services, a third party claims administrator and Commercial Insurance Services, an insurance agency. Both entities were focused on the transportation industry and that expertise has been brought across to CRM.

Alberto Aguirre and **Dipak Subedi** are our principal software engineers who manage and oversee the whole development process of the RMIS System. Both have been with the company for over eight years and provide continuity in the development of CRM's products.



Brian Sullivan is Chief Financial Officer. He has over 30 years experience the majority of which was gained in the insurance industry. He was formerly CFO of both Claim Indemnity Services and Commercial Insurance Services. **Marvetta Williams** is our office manager.

We have recently added **Ty Smith** and **Andrew Berry** to the team. Ty, is our Vice President, Marketing and Sales. He has over 30 years experience in risk management and insurance for the transportation industry. He formerly founded and ran Benchmark Insurance Services, an insurance agency focused on the transportation industry. Andrew has over 20 years experience in the insurance and risk management industry. He is a former risk management consultant with Tillinghast – Towers Perrin. He also has technology experience as a former founder and President of GRX Technologies, an insurance exchange technology company.

Our Web Presence

We are proud of our unique url www.riskmanagers.com and encourage you to visit us on the web. Our site has been recently updated and provides details on the company, our products and services. Future issues of Risk Express will be available on our website.

Risk 2008 – Sneak Peak

The different generations of the Risk product have been built on Microsoft technology. As this underlying technology is upgraded, we evaluate the enhancements to be made to our product in moving to these newer technologies. This will include several significant enhancements to the product:

- Conversion to SQL 2005 as the database for the application. This will provide greater database power and flexibility.
- A Business Intelligence module. This is an exciting new development which will include ad hoc reporting capabilities. With the extensive relational database underlying the product this will provide a robust and comprehensive reporting capability.
- Upgrading of the First Incident Report module to provide more options for the submission of incident data both via the web and other electronic forms.

“In 2008, we will release Risk2008.

An exciting new development for this release will be our Business Intelligence module.”

Risk2008 will provide web access for reporting information into and extracting data from the system. This will extend the use of the product to more users while maintaining the integrity and security of the core claims management module behind our clients' firewalls. We will provide more information as the release of the new version approaches.

March Issue

In March, Risk Express will start its education series with an analysis of the **Pros and Cons of Web based technology**. We hope you find this and future issues to be of value.



COMPUTER RISK MANAGEMENT

909 South Meridian
Oklahoma City, OK 73108
Phone: 405 949 0949

CRM supplies software solutions to self-insured entities with a focus in the transportation industry and public sector. Its risk and claims management information system, Risk2006 uses a unique occurrence based structure to allow users to track the total cost of an occurrence across all claims.

For more information on CRM visit www.riskmanagers.com