

**IMA FINANCIAL GROUP****OFFICES IN DALLAS, DENVER,  
KANSAS****ONE OF TOP 20 U.S.  
INDEPENDENT INSURANCE  
BROKERS**

## Insurance Broker Helps Clients Control Losses with Detailed Reporting

**CHALLENGE:**

- Expand TPA services
- Provide enhanced data analysis to clients

**SOLUTION:**

- Replaced aging claims system with CSC's RISKMASTER risk and claims software

**RESULTS:**

- Improved analysis to help clients reduce losses
- Centralized claims data from multiple sources
- Streamlined process of creating reports
- Provided dashboard reports on key metrics

Formed by four independent agents in 1974, IMA Financial has grown to the 11th largest privately held U.S. insurance broker, providing a full range of risk management-related products, as well as third-party administration (TPA) services for self-insured organizations and pools.

To support growth, IMA Financial needed to expand its TPA services, but to do that the company needed to replace its 20-year-old in-house claims management system. Even worse, the only programmer able to work on the system was nearing retirement.

"Our clients were starting to ask for information and detailed data analysis that we simply couldn't provide with our legacy system," said David Buttram, project analyst, IMA Financial Group.

**Supporting Nationwide Programs**

After reviewing available software, the company chose CSC's RISKMASTER to centralize risk and claims reporting and analysis and enable data import from multiple sources. That new flexibility allows IMA Financial to offer comprehensive, nationwide insurance brokerage and reporting services to restaurants, energy suppliers, hotels and apartment management firms. One program supports a leading U.S. drive-in restaurant chain.

"We upload the company's claims from TPAs and carriers into RISKMASTER so we've got them all in one place. It allows us to do reporting and claims management and give them a lot more detailed information about their claims," Buttram said.

The job of supporting these programs would be daunting without RISKMASTER, he added.

"To get losses from five different carriers and bring them all together in an Excel spreadsheet is just overwhelming," he said. "We can get the data from the carriers uploaded into RISKMASTER and provide one interface that allows

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*David Buttram, Project Analyst, IMA Financial Group*

## ABOUT CSC’S SOLUTIONS

CSC’s RISKMASTER is the most comprehensive and flexible risk management solution available. RISKMASTER helps organizations worldwide reduce risk by giving users access to more vital information: property, general liability, vehicle, incidents, errors and omissions, professional liability and more. It’s a more efficient way for risk, claims and safety specialists to manage claims data.

our internal claims people that work with the companies and the clients, especially high-dollar claims, to make sure that everything goes the best for our clients. And it also allows us to provide loss runs with consolidated data to our clients.”

## Improved Data Analysis

Detailed claims analysis and business intelligence is a key service IMA Financial provides clients.

“The reporting functionally is dynamic and offers multiple options to track and report loss trends,” Buttram said. “It is also highly flexible. We can quickly run the same report for four different clients.”

Among the monthly reports that IMA Financial provides to help clients increase visibility into loss trends is the change report.

“This report compares the loss dollars and counts of a particular month to the loss dollars and counts of the previous month,” said Buttram. “It provides the 10,000-foot view, so they can see where they changed, and then go back to the loss run and filter it by that particular year or coverage type to see which claims created those numbers.”

IMA is also able to give clients Web access to reports, so they can drill down into claims and run reports any time they wish.

## Quick View with Dashboard Reports

To make risk and loss prevention data easy to understand and analyze, IMA Financial uses the RISKMASTER dashboard feature, which gives risk and claims managers an at-a-glance view of key metrics. The company can offer clients a standard dashboard or a custom version.

IMA Financial’s Risk Control department uses RISKMASTER to help clients analyze and mitigate losses.

“Our risk control department was clamoring for data and different ways of slicing and dicing it for our clients,” Buttram said. “Our team can work with them to reduce or eliminate various accidents and injuries and really reduce their claims costs.

“The neat thing is that the reports we provide clients show that trend of downward movement, and how using both of our services is really benefitting them because they’re saving money.”

## Continually Enhancing the Software

With the new system in place, the company is working with CSC to continually enhance the software and help improve services to its clients. CSC worked with IMA Financial and other companies to incorporate a new Medicare/Medicaid/SCHIP reporting requirement in RISKMASTER and set up the EDI formats for submitting to state agencies — well in advance of the deadline.

Buttram said IMA Financial has also benefited from interaction with other RISKMASTER clients at conferences.

“Every time I attend one of CSC’s conferences, I learn new ways to streamline processes and make our adjusters’ jobs easier,” he said.

**For more information about CSC’s RISKMASTER software, call 800.345.7672 or send an email to [inforequests@csc.com](mailto:inforequests@csc.com).**