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Board of Trustees Meeting of October 25, 2016 Information Technology Report

➤ Claims Management System RFP

We are at the final stage of the RFP process for the claims management system. We received five proposals from vendors and out of those five proposals I am recommending Origami Risk for our claims management system needs. My decision was based on pricing, functionality, experience (History) and recommendations from AGRiP members.

Three of the companies that submitted proposals were eliminated based on pricing and shortfalls on functionality, which left me with Origami and our current vendor Stars Enterprise. Although the migration to the cloud solution for Stars Enterprise would have been the simplest way to go for the IT Department, the decision was made not to move forward with Stars Enterprise. The reason for leaving Stars Enterprise was because of service issues and performance issues. We had a horrible experience in our last upgrade with them two years ago. Our Stars Enterprise client support staff has changed eight times over my fifteen years with the Group and this has contributed greatly to the poor service.

I am recommending Origami Risk based on our current and future software needs, pricing and recommendations from some AGRiP members who are users of the Origami system. The Origami program has all the functionality we have in our current system as well as additional features that will be beneficial to the Claims, Loss Control and Underwriting Departments. There are many needed feature enhancements for claims like financial authority and check escalation, automated FROI and SROI reporting and many more. Origami includes the functionality of inspections and recommendations for our Loss Control Department, the ability to create inspection reports and recommendations for the district within the claims system has been something we have been looking to do for years but, were unable to do so with Stars. We also have the ability to move the policy management process into Origami if we choose to do so in the future. Underwriting currently handles the policy management out of NavRisk, moving this into Origami could save the Group money on yearly licensing.

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