

### At A Glance

#### Challenges

- Time- and paper-intensive values collection procedures erode efficiency at time of renewal
- Manual incident data collection processes hampered incident intake and reporting compliance
- A non-intuitive process for generating reports made the pool dependent on its vendors to create desired reports
- Mathematically incorrect recoveries caused staff extra work to correct
- Manual claims payment processes inefficiently used staff and members' time

#### Products

- Policy Administration
- Claims Administration
- Enterprise Risk Management (ERM)

#### Solutions & Results

- Automated values collection, claims reporting, and payment processes drive efficiencies and facilitate timely and accurate calculations of insurance recoveries
- Reduced the time to complete annual values collection process from two months to two weeks
- Custom reports generated by risk management team offer members better insight into their risks and claims performance
- Online reporting portal improved claim tracking and accelerated settlements
- Streamlined digital workflows for setting loss reserves and making payments



Washington Schools Risk Management Pool **scales membership growth** through **improved operational efficiency and data accuracy**

Year Founded: **1986**

Headquarters: **Tukwila, WA**

Participants: **90 member school districts**

Total Insured Value: **\$24B+**

Adopted Origami: **2015**

Website: **[wsrmp.com](http://wsrmp.com)**

#### About WSRMP

The Washington Schools Risk Management Pool (WSRMP) provides a wide range of commercial insurance coverages, risk management, loss prevention, and claims and litigation management services for 92 member school districts throughout Washington State. Its membership has grown steadily over the years, and the pool evolved to meet its membership's needs, expanding the lines of commercial property/casualty coverage it offers while enhancing its risk management/loss prevention and claims management services.

## Challenges

WSRMP's information management system — which underpins its ability to effectively track claims, underwrite risks, allocate premium, and deliver other critical services for members — needed an update. Most significantly, the pool's legacy system was unscalable due to inefficient internal processes and insufficient and inaccurate data. A lack of system scalability required the team to spend inordinate time searching for and correcting errors rather than providing additional services to members.

Not only did these challenges have internal implications, but they also affected members — a real problem considering WSRMP's mission to better serve and retain membership. For instance, slow policy renewals and incorrect claim settlement recoveries were common, exacerbated by inaccuracies in the data. There was also a lack of complete and consistent reporting, which hampered WSRMP's ability to assist members with safety and preventive risk mitigation measures — critical services that members value.

## What's Next

Today, WSRMP's risk management team continues to collaborate with Origami Risk on new solutions that will further enhance the pool's capabilities and resources for members. As WSRMP focuses on continuous improvement, Origami is with it every step of the way.

## Solutions & Results

WSRMP implemented a comprehensive Pool Management Information System (PMIS) using Origami's cloud-based technology with versatile and configurable features to help manage underwriting practices, data collection, and member services for multiple coverage lines.

According to Deborah Callahan, executive director of WSRMP, Origami Risk “has been a breath of fresh air. We've been able to do so much more with the system than we even anticipated.”

A key goal of the transformation was to improve reporting, both in terms of accuracy and accessibility. Origami's robust reporting capabilities, alongside automated incident data collection and claims payment solutions, enabled the most important evolution at WSRMP since implementing Origami — the ability to proactively identify trends and help members focus on prevention as a strategy.

“We exist to serve our members,” Callahan said. “So, when it comes to investing in tools or services that impact how we do our work, we want to make sure they positively impact our membership, too. Origami Risk met that criteria.”

## About Origami Risk

Origami Risk was founded by industry veterans committed to designing intuitive cloud-based software that streamlines how insurance, risk, and safety data is collected, analyzed, and shared. Origami provides an integrated, unified SaaS platform of products for insurers, program administrators, MGAs, risk pools, third-party administrators, and self-administered organizations. The most experienced service team in the industry ensures that client success is our central focus. Contact us at [info@origamirisk.com](mailto:info@origamirisk.com)