

# OCEAN CITY

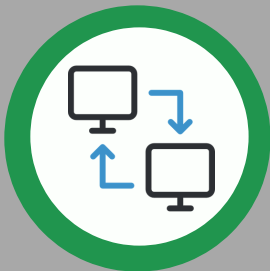


CASE STUDY | OCEAN CITY MARYLAND

**\$144,000**

Increase in annual recoveries

Results At-A-Glance



Full migration from on-premise to cloud-based solution



Culture shift: Safety now top-of-mind for municipal staff

## Company

The Town of Ocean City is a resort town on the Atlantic coast in the State of Maryland, which hosts up to 8,000,000 visitors annually. On summer weekends, they host between 320,000 to 345,000. This large influx adds a great deal of risk and complexity to the small town that boasts a full-time resident population of 7,000.

## Challenges

The town decided to switch from an outdated, on-premise claims and risk management system as they desperately needed a software upgrade to better manage their growing risk and insurance program. They were also concerned of having data stored on an in-house server with risk of fire, hurricane and security vulnerabilities. They decided to seek a cloud-based solution that could automate their reporting and enhance their internal processes.

## Solution

ClearRisk's implementation team took full responsibility for the town's data migration from the current provider. ClearRisk worked closely with the town to uncover process inefficiencies, address challenges, set milestones, and effectively steer the town through the project.

**“Due to proprietary issues with our previous vendor, the transfer did not begin smoothly - but ClearRisk did not disappoint. An implementation team was assigned to migrate our data and set up our new system. ClearRisk worked tirelessly to resolve all issues and tailor the system to our specific needs.”**

## CASE STUDY | P2 Challenges



The Town of Ocean City was using a claims and risk management system prior to implementing ClearRisk, but it was burdensome and in need of upgrades. It was not user-friendly and didn't provide the automation, efficient workflow, or report generation necessary to meet the demands of an overloaded risk and claims management department.

The town recognized the need to switch to a new system provider. However, their current provider complicated the matter by refusing to release the town's data without charging a fee. The town was worried about the implementation process that would ensue. Enter ClearRisk.

## Solution

ClearRisk's implementation team fully scoped the data environment and created a plan to access the town's data directly from the current database without extraction and support fees. This plan was approved by the town, who provided ClearRisk access to clean and migrate data to ClearRisk's system.

ClearRisk took over to perform all data migration activities while creating reports at each step of the process to ensure data accuracy and integrity. "Paul MacKinnon, our ClearRisk Implementation Manager, was amazing to work with. Paul and his team made the data much easier to read and identify, which was invaluable during the migration stage."

With strong data in hand, the town received access to a more efficient, user-friendly system that better suited their needs and organizational structure. ClearRisk's "outstanding" support, reporting functions, and data storage and services are meaningful changes for Christine Parks, Risk Management Associate. Christine's role is now more organized and has expanded to have a larger impact on the town. She can better document and investigate incidents and is able to focus more time on recovering money.

**"I wasted a lot of time working with our old system, creating, documenting files and attaching documents. With ClearRisk, every incident gets logged, whether an actual claim comes of it or not. By logging all information within ClearRisk..."**

**...I can easily match correspondence from insurance companies with the appropriate file. This makes filing for recoveries much easier."**

**"There has been a complete culture shift in terms of safety within the town"** says Christine. Now when claims occur, Christine and the risk management team view these occurrences as training opportunities, engaging staff and making them more aware of potential risks. **"Now everyone is always thinking safety. The change has been incredible."**

**"I consider the investment in ClearRisk one of the best we have ever made"**

## Results

- Performed full migration from outdated, on-premise system to ClearRisk's cloud-based solution
- Safety-minded culture shift has occurred throughout entire organization
- Risk management role now creating a profit through enhanced recovery function
- Communication of data between departments has never been easier
- Creating and updating a claims and incidents takes a fraction of the time
- New system is reliable, easy to use, intuitive, and nimble

## About Us

ClearRisk provides scalable, cloud-based, claims, incident and risk management software solutions implemented in over 150 organizations within all industry sectors. The fully integrated, data-driven platform provides customizable workflows and interfaces, analytical reporting, while enhancing organizational collaboration and efficiency. By reducing the frequency and severity of losses, lowering the cost of insurance premiums and increasing efficiencies in data handling, ClearRisk enables organizations to reduce costs and quickly achieve a high return on investment.

## Learn More



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