Universal PARKING

ClearRisk

Results At-A-Glance

$450,000
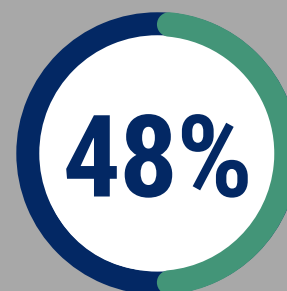### annual savings in insurance claims cost
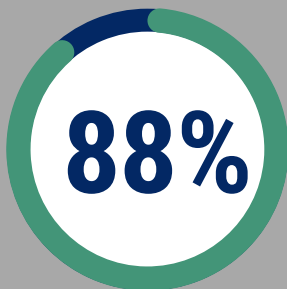
88% decrease in time spent per claim
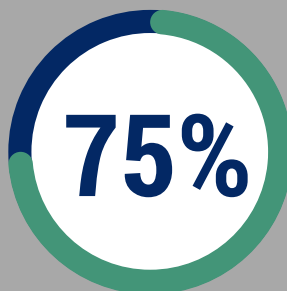
75% reduction in time spent reporting incidents

48% decrease in claims cost

Company

Universal Parking of America, national leader in hospitality and management services. Manage over 100 properties and process 800+ incidents per year.

Challenges

Lengthy incident forms and submission process with limited system capability, which made incident management and reporting time-consuming and ineffective.

Solution:

ClearRisk's cloud-based Centralized Database and Online Data Submission Web Portal.

> *Reporting a single incident would take us hours from start to finish and now takes us less than 15 minutes thanks to ClearRisk!*

Challenges

Prior to ClearRisk, managing risks was a cumbersome task. Incident reports were manual and tedious, so Universal often had difficulty collecting all the data from its site managers. Universals' Claims Ambassador, Justin Alcala, spent his days following up over the phone and walking employees through the claim reporting process. He then had to copy the data into multiple emails as well as his own spreadsheets. It took upwards of two hours of communication and manual entry for a single incident to be correctly documented.

Solution

When an incident occurs, the site manager logs into ClearRisk's online web portal on any smart device and inputs all relevant information. The form is simple to use and has mandatory fields so data will not be incomplete. When submitted, all information and attachments are automatically uploaded into the ClearRisk system and email notifications are sent to all relevant parties. This process takes less than 15 minutes, an 88% decrease in reporting time.

ClearRisk spoke to Justin Alcala, Area Leader and Claims Ambassador for Universal Parking, to gain insight into how his role has changed since implementing ClearRisk.

"My role has gone from helping site managers report a claim or incident to being able to monitor and analyze the data. The data and trend reports have been integral in creating a culture of accountability and preventative safety within our organization."

The increase in data being reported has allowed the team at Universal to identify areas in the business that were responsible for a high amount of preventable claims. The time saved by eliminating the manual data entry and creating automatic reporting allowed Justin and his team to implement mitigation strategies.

These realized efficiencies resulted in savings of over $450,000 in claims cost in 2017. ClearRisk's enhanced reporting allowed Universal to uncover claims they weren't liable for. Before ClearRisk, these costs would have gone undetected and been paid.

Results

- 88% reduction in risk management team's time collecting data and communicating corrective actions
- 75% reduction in time for a site manager to report an incident or claim
- Savings of over $450,000 in total claim cost in 2017, representing a reduction of 48% prior to implementing ClearRisk
- Saved over $50,000 in claims that they were not responsible for but previously would have paid.

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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