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Cool, Calm & Collected: *Modernize Your Values Collection Process*

Origami Risk Client Forum

June 22, 2023

Housekeeping

- **This webinar is being recorded.**
 - A link to the recording, slides, and related resources will be emailed to all registrants
- We will have **Q & A** at the end of the webinar, as time allows
 - If we don't get to your question, we will reach out to after directly
- Take Our **Post-Webinar Survey!**

Agenda

1. Values Collection Refresh
2. Client Story: Henry Schein
3. Getting Started with Values Collection
4. Q & A

Panelists



Sophie Nolan

Client Service Executive at Origami Risk

- Origami Risk professional for 4+ years in the Service department

Panelists



George Zaroogian

Director of Risk Management at Henry Schein

- Origami user for 9+ years
- Risk team currently sits in Finance



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Poll Question:

Are you currently collecting values in your organization?

1. Yes
2. No
3. I'm not sure



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Poll Question:

How are you collecting your values?

1. In Origami Risk
2. Manually (on paper, spreadsheets, etc.)
3. Through a different software
4. Unsure



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Values Collection Refresh

Sophie Nolan, Client Service Executive

What is Values Collection?

- Risk Managers embark annually on the task of obtaining exposure data from the “field”. Values they seek include data like building replacement costs and other data points critical to the process of obtaining or renewing insurance.
- **Risk Managers need an accurate view of values about the facilities to properly insure for losses that may occur.**
- The process for collecting values across the organization can:
 - Span months in duration
 - Involve the participation of colleagues outside of Risk Management
 - Include one or more full-time resources utilized for months in order to coordinate these values into a single system of record to report to the carrier

Why is Values Collection Supported by Technology Important?

-  **Improving** ease of access and usability contributes to higher completion rates, as well as more accurate and timely data
-  **Automating** collection workflows and use of email templates eliminates the repetitive, time-consuming back-and-forth associated with property exposure values collection
-  **Reduction** in the amount of time risk management teams spend gathering data
-  Steps towards accurately measuring and lowering an organization's total cost of risk
-  Simplifying status monitoring and tracking gives Risk Management team members the ability to quickly assess the progress of collection assignments, drives accountability, and ensures that collection campaigns stay on track

Common Challenges with Manual Values Collection

1. The fluidity of organization structures resulting from M&A activity, property transactions, and seasonal leasing of facilities or vehicles
2. The impact of workforce changes on the values reporting process, along with differing functional or departmental priorities at different locations
3. Variances that result from building improvements, equipment upgrades, inventory changes, and fleet reassignment

Examples of Values Collected in Origami:

1. Properties/Locations
2. Payroll
3. Vehicles
4. Art Collections
5. Man Hours
6. Loss Run Confirmations
7. ...Anything else!



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Client Story:

Henry Schein

About Henry Schein

- **Industry:** Products & Services for Office-Based Practitioners
- **Headquartered In:** Melville, New York
- **Employees:** 22,000+
- **Origami Client since 2014**
- **Main Origami Use Cases:**
 - RMIS: Claims, Incidents, Policies, Locations, and Values Collection



Challenge



- Henry Schein has over 400 locations worldwide and were previously conducting this process manually
 - Each partner at each facility was contacted via email and were sent Excel spreadsheets that needed to be completed
 - This opened the door for:
 - Potential human errors through manual entry
 - Delays in receiving the values due to manual follow-ups and notifications
 - Difficulties in tracking progress
- In addition to the amount of locations, Henry Schein collects values for their properties, international casualty, and payroll for each of these locations.

Solutions



Henry Schein has since moved their Values Collection process into Origami for a more efficient and streamlined process.

Preparation:

- Before the Values Collection process kicks off, there are internal communications at Henry Schein to understand any changes, such as:
 - Have any locations closed since the year prior?
 - Are there any changes in the data collector for this location?
- Once collected, this information is uploaded into Origami and the necessary fields are updated to reflect the new information.
- To assist their employees, the Henry Schein team also uploads a PowerPoint presentation that gives everyone more detailed information on the collection process in Origami

Solutions



Values Collection Process:

- Through data entry events, the data collectors are sent a secure link via email that opens a landing page to enter the values for their location(s).
 - Henry Schein gives their team **4 weeks** to complete their values from the first notification
 - If any data collectors are responsible for multiple values, they will have the ability to enter the data for all relevant locations **from that same landing page**
- When values are completed, the **collectors are sent communications confirming** their entries.
- For every week that passes and values are not collected, **automated email notification reminders** are sent via data entry events in Origami
 - Through widgets and dashboards, they also have quick visibility into how many locations have completed the process and how many are incomplete

Values Collection Dashboard Example

2023 Property Value Collection Assignments

[Send Emails](#)
[Update Statuses](#)
[Update Assignees](#)
[More](#)

[SETUP & CONFIG](#) |
 [ASSIGNEES](#) |
 [EMAILS](#) |
 [LOGS](#)



Not Complete

Location / Member	Group	Status	Comments	Primary	Secondary
THAI-D-ACCRD-OFF-001 - Accord Thailand	Property Damage Values Collection Group	Completed		Chutima Tokarnkul	Unassigned
THAI-D-ACCRD-OFF-001 - Accord Thailand	Business Interruption - Extra Expense Collection Group	Completed		Chutima Tokarnkul	Unassigned
THAI-D-ACCRD-WH-001 - Accord Thailand	Property Damage Values Collection Group	Completed		Chutima Tokarnkul	Unassigned
THAI-D-ACCRD-WH-001 - Accord Thailand	Business Interruption - Extra Expense Collection Group	Completed		Chutima Tokarnkul	Unassigned
USA-D-ACE-WH-001 - Ace Brockton	Property Damage Values Collection Group	Completed		Jason Smith	Unassigned
USA-D-ACE-WH-001 - Ace Brockton	Business Interruption - Extra Expense Collection Group	Completed		Jason Smith	Unassigned
AUS-D-ADAM-OFF-001 - Adam Dental	Property Damage Values Collection Group	Completed		Sophia Wang	Unassigned
AUS-D-ADAM-OFF-001 - Adam Dental	Business Interruption - Extra Expense Collection Group	Completed		Sophia Wang	Unassigned
JAP-D-ALTA-OFF-003 - Alta-Dent Corporation	Property Damage Values Collection Group	Completed		Thomas Buerger	Hiromi Okiyama
JAP-D-ALTA-OFF-003 - Alta-Dent Corporation	Business Interruption - Extra Expense Collection Group	Completed		Thomas Buerger	Hiromi Okiyama
JAP-D-ALTA-OFF-002 - Alta-Dent Corporation	Property Damage Values Collection Group	Completed		Thomas Buerger	Hiromi Okiyama
JAP-D-ALTA-OFF-002 - Alta-Dent Corporation	Business Interruption - Extra Expense Collection Group	Completed		Thomas Buerger	Hiromi Okiyama
JAP-D-ALTA-OFF-001 - Alta-Dent Corporation	Property Damage Values Collection Group	Completed		Thomas Buerger	Hiromi Okiyama
JAP-D-ALTA-OFF-001 - Alta-Dent Corporation	Business Interruption - Extra Expense Collection Group	Completed		Thomas Buerger	Hiromi Okiyama
FRA-D-ARSEUS-OFF-004 - Arcade Dentaire Brest (Arseus)	Property Damage Values Collection Group	Completed		Elise Manascola	Unassigned
FRA-D-ARSEUS-OFF-004 - Arcade Dentaire Brest (Arseus)	Business Interruption - Extra Expense Collection Group	Completed		Elise Manascola	Unassigned
FRA-D-ARSEUS-OFF-006 - Arcade Dentaire Cesson (Arseus)	Property Damage Values Collection Group	Completed		Elise Manascola	Unassigned

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Results per page

Filter By

Location

Status

- Unassigned
- Assigned
- Pending
- Changes Requested
- Ready for Review
- Completed

Group

Resubmitted

Filter By Assignee

Name

Email

Type

- All
- Named User
- External

Role

Solutions



Values Collection Process:

- To continue assisting their team, Henry Schein has custom instructions on the top and bottom of the values collection forms
- Additionally, the Origami values collection entry pages include the information from the prior year
 - This can expedite the process in the event a certain value hasn't changed and the data collector can simply keep the value the same
 - Alternatively, this visibility gives insight to the data collector into how a certain value has changed over the past year
- Once all values have been collected, Henry Schein runs reports with their values information to send to their Brokers
 - They also run variance reports to show differences year-over-year for the total insurable values

Results



- **Efficiencies & Time Savings:**
 - By switching from manual processes to Origami, their team saves valuable time
- **Accountability:**
 - With added instructions and guidance for their team throughout the process, the Henry Schein team does less hand-holding and puts more accountability on their team
- **Business Interruption is Minimal**
- **Reliable Measurement and Support for Lower TCOR**
- **Increased Collaboration with Insurers**
- **Single-System Collection and Automation**



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Getting Started

How Can Origami Make This Easier?

1 Platform Flexibility & Administrative Options

- Format intake screens as questionnaires or worksheets
- Allow users to input values for a single location or across multiple locations
- Define thresholds for variances between current and prior year values to trigger notifications that prompt for confirmation or the attachment of supporting documentation.
- Easily assign collection responsibilities to users and designate their backups.

2 Workflow & Communication Tools

- Keep employee contact information and roles up to date with secure, automated feeds from virtually any HR system.
- Create email templates for use in assignment, follow up, and requests for modification.
- Schedule reminders to alert users of upcoming due dates and incomplete assignments.

How Can Origami Make This Easier?

3 Ease of Access & Usability

- In assignment and follow-up communications, include direct links to collection portals.
- Customize intake instructions.
- Make it easier for users to spot keying errors by including the prior year's data alongside input fields.
- Give users the ability to reassign collection duties or complete data intake across several sessions

4 Monitoring & Tracking

- Color-coded status indicators provide administrators and other stakeholders with the ability to gauge collection status across locations.
- When required for reference, email exchanges are logged by location, making it easy to keep track of communications that would otherwise lay buried in email inboxes

Q & A



Sophie Nolan

Client Service Executive
Origami Risk



George Zaroogian

Director of Risk Management
Henry Schein

Client Question:

Our company is looking to utilize Values Collection for our other modules. For example, Vehicles.

Closing Reminders

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Thank You!
