



**A**s a successful provider of risk management information system (RMIS) products and services, Fortune 1000 companies rely on Risk Sciences Group (RSG) to help them understand and manage risk. RSG's flagship product, Sigma Encore Suite, provides extensive functionality for companies to view, process, and submit claims, manage insurance, ensure regulatory compliance, perform reporting, and manage properties and policies. Coupled with its professional consulting services, RSG enjoys high customer retention.

The competitive environment, however, dictates that successful companies continue to evolve and build out their offerings. An increased focus on high-level business intelligence among its clients caused RSG to evaluate how it was providing this level of information to its users. For example, retail clients with hundreds of stores desire an easier way to identify the 10 locations with the largest number of accident claims. RSG clients are demanding a quick graphical display to look at trends in claims and settlements to identify areas requiring immediate management attention.

At stake for RSG clients? Millions of dollars in loss costs. Employee as well as public trust and confidence. Perhaps even the overall viability of the enterprise.

With its competitors fine-tuning their offerings, RSG set out to look for a solution that could differentiate itself from the competition and provide the level of information that their clients needed to hone their risk management strategy.

## **The Search for Flexible, User-Configurable Dashboard Technology**

RSG concluded that dashboard technology provided

the best way to eliminate “shot-in-the-dark” queries and reduce the need to run voluminous standard reports.

*“Presenting your data graphically, in a concise manner, is really where it’s at,” said Ken Ancona, Managing Director for RSG. “Dashboard technology enables us to push information out to the user so that decision makers can decide where to focus their efforts.”*

Given the breadth of the Sigma Encore, however, RSG did not want to limit its flexibility to a standard, one-size-fits-all dashboard interface. The solution would have to enable each enterprise to customize dashboards to display data that was meaningful for each user.

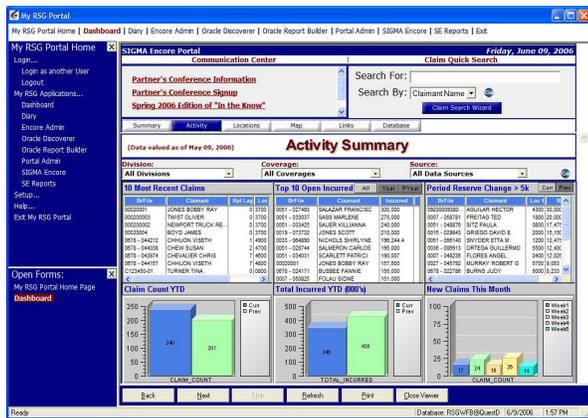
RSG decided to provide a library of “controls” – miniature displays – which enterprises could select and display on user desktops. An executive could be given high-level controls to gain oversight over all risk management activities. However, a claims processor could be given controls solely related to streamlining their daily activities. Many of the controls would be configured to provide drill-down—access to more specific data underlying each control—to enable the individual with an understanding of the factors contributing to the summary data.

When successfully executed, the solution would serve multiple purposes. It would provide immediate display of claims and summary data. It would also significantly improve the visual appeal of the Sigma Encore by providing colorful business metrics to contrast with screens that are predominately text-based.





## SL Corporation: The Right Technology for the Job



With the scope of work understood, RSG set out to find a technology partner that could enable it to develop and deploy a controls dashboard quickly, affordably, and with minimum risk. The solution would have to support Sigma’s unique architecture now as well as any future changes.

RSG evaluated several solutions, with varying success. After building a prototype with one dashboard solution, RSG found that its specific architecture created insurmountable problems.

*“Sigma’s current architecture uses Citrix technology to deliver functionality through a standard web browser,” said John Thurman, Manager of Regional Operations for RSG. “When we deployed the other solution, the quality of the images was extremely degraded, which can happen with Citrix.”*

Although RSG is planning to replace Citrix with a new web-based architecture, RSG knew that its Sigma users would not accept that particular solution. But when RSG discovered SL Corporation, they experienced a new solution.

And a new kind of company. With a 23-year history, more than 100 customers, and 40 OEM partners, SL was well-versed in helping companies overcome the challenges required to implement a significant user interface enhancement project.

*“From the beginning, our experience with SL was phenomenal,” Thurman said. There was an eagerness to work with us that we didn’t experience with any other dashboard technology vendor. With other companies there was almost no interaction.”*

The evaluation consisted of a partnership between RSG and SL to determine a scope of work and address complex technical issues that arose. SL introduced RSG to the possibility of better graphics for their product by introducing them to their flagship product, Enterprise RTView, an open information delivery platform, and spending 3 days on-site to implement a thin client dashboard that ran against a copy of their production Oracle database. The resulting prototype dashboard convinced RSG to undergo a more comprehensive evaluation of Enterprise RTView.

Other technology challenges arose during prototype creation but were quickly handled through collaboration between SL and RSG. The teams had to marry RSG’s technology with SL’s Java and JSP technology. The resulting solution worked seamlessly and was transparent to the end user.



Besides SL's collaborative approach to problem solving, the key to overcoming the challenges of this project was the open architecture of Enterprise RTView. Built on SL's long history of providing graphical modeling systems to power mission-critical applications for world leaders in multiple industries, Enterprise RTView combines extensive built-in dashboard development functionality with unmatched extensibility—the ability to develop dashboards with custom coding, functions, graphic objects, and native application functionality. This enabled RSG to execute its vision of delivering a library of configurable controls to its users.

Ultimately, SL's commitment to RSG's prototype created a foundation for a successful long-term partnership and the launch of a new graphical front-end for Sigma Encore. RSG customers viewing the prototype were impressed with the enhancements and requested that RSG quickly implement the new features. RSG and SL continued to work together and in April 2006, a beta version of the enhanced solution was released. With the controls being demonstrated at RSG's largest tradeshow, user acceptance and excitement was widespread. Thurman acknowledges SL's role, not just in providing the technology, but in its commitment to the project's success.

*“We’re both successful companies,” Thurman said. “We knew that this would be a relationship that would last a long time.”*



Other technical and aesthetic requirements had to be met in order to successfully launch the product. SL's extensive palette of graphical objects enabled RSG to develop controls that were both meaningful and attractive to users. The system had to be linked to Sigma's security subsystem seamlessly. RSG and SL needed to ensure optimal and scalable system performance. Finally, the RSG needed to believe that SL would support the solution as they implemented new technology in Sigma Suite.

**Collaboration  
+ The Right Technology  
SUCCESS**





## About SL Corporation

Since 1983, SL Corporation has provided an open business information delivery platform empowering decision makers with mission critical information. Companies leverage the SL platform to deliver powerful real-time business intelligence, infrastructure/application monitoring, and graphic design and application development functionality to their users. SL has issued more than 75,000 licenses for our platform in every vertical industry, including manufacturing, energy/utilities, financial services, telecommunications, defense/aerospace technology and transportation. Global customer implementations include ABB, Alcatel, CalTrans, Hewlett-Packard, and NASA (National Aeronautics and Space Administration).

SL's success has been built on a foundation of solid relationships with our customers, distributors, resellers, and technology partners. We take pride in the fact; many of our customers have been with us since the 1980s.

We listen to your needs and work collaboratively to deliver solutions that not only work today but well into the future. Today, we are proud to count many Fortune 500 companies and other leading global enterprises as clients, including ABB, Agilent, Alcatel, CalTrans, Hewlett-Packard, NASA, and NTT DoCoMo.

SL's professional services organization helps ensure that our customers get maximum value and return from SL solutions. Our services include application development consulting, maintenance and support services, and a broad variety of on- and off-site training options.

SL Corporation  
240 Tamal Vista Boulevard  
Corte Madera, CA 94925  
415.927.8400 415.927.8401 fax

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