Trillium Streamlines Safety and Claims Management with Aclaimant

Digitizing the Risk Process

Risk management is a critical business function at Trillium, since staffing companies have the challenging responsibility of ensuring the safety of its employees who work every day at job sites that Trillium itself does not control. In addition to workplace safety, some of the major risk exposures Trillium manages include workers compensation, general liability, motor vehicle accidents, OSHA, and DOT compliance.

As late as 2017, Trillium's risk management processes were manual and strained by the company's growth to over 90 branch offices. At the time, incidents were reported through phone calls or emails. Paper based forms, a company portal, and Excel were used to document and track critical information related to accidents and claims. This resulted in a clunky process for communicating internally and reporting claims to Trillium's insurance carrier. Additionally, Trillium formed divisional safety committees as they began hitting their stride, and it was difficult to get timely information and claim data to the committees.

Trillium is a staffing service focused on putting people to work in industries that include construction, transportation, light industrial, and manufacturing.

- Founded 1984
- $300 Million in Revenue
- 350+ employees over 90 locations
- Staffing Industry

OVER 50%

Improvement in claim processing time

OVER 2,000

Digital safety audits performed annually

Challenge

Find a solution that removes manual processes and streamlines Trillium's safety and claims management processes, data, and reporting to keep up with 600+ claims reported yearly, from 90+ locations. This platform needed to efficiently share data amongst stakeholders and submit easily to carriers.
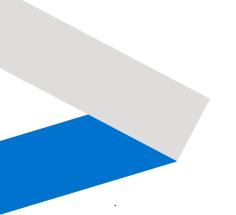
Solution

The Aclaimant team easily configured the platform to digitize Trillium's existing business processes for both incident & claims management as well as job site safety inspections. Aclaimant's mobile-friendly platform made it easy to connect Trillium's managers in the field. Additionally, Trillium was able to migrate its recent history of incidents and claims into this new system.

Results

For Trillium, using Aclaimant created a single, consistent, and efficient place for its corporate and office staff to collaborate in its risk management operations. Compared to its manual processes, an estimated 50% efficiency increase in Trillium's claims handling process by eliminating redundant data entry and multiple disjointed steps to capture and communicate information.

> **"The Aclaimant solution made it easy to create efficiencies by putting claims and safety under one umbrella. The digitization of all the forms we use and the ability to access and store them on the platform was extremely important to us."**
>
> *Jim Reid, Director of Risk Management at Trillium*

What's Next?

While Trillium's risk teams have achieved strong results so far, they're always looking for new opportunities to improve its risk management strategy and how it operates in the context of its growing business. With Aclaimant, Trillium sees opportunities in several areas including behavior-based safety observations to reduce claims severity as well as expanding the distribution and visibility of safety and risk dashboards down to the branch level.

Since litigated claims can be so costly, the team is currently evaluating Aclaimant's new predictive analytics that might help identify claims with the highest likelihood of litigation so that those incidents and claims can be prioritized to improve the ultimate outcome and time to resolution.