

# AG RISK MANAGEMENT

## AG Risk Management Simplifies Run-Off Claims with Riskconnect

AG Risk Management (AGRM) is a rapidly growing third-party administrator that needed a single claims platform, which could adapt to each client's data and requirements without delaying onboarding or increasing IT workload.

### ORGANIZATION OVERVIEW

Insurance services industry

300,000+ closed claims

50+ claims consultants

Headquartered in Philadelphia, PA



## CHALLENGE

AG Risk Management is a TPA specializing in complex run-off claims, which are claims made against insurance companies that have been acquired, merged, or ceased operations. The organization manages legacy claim portfolios across various insurers and business lines.

Each new client brought its own data structures, field definitions, workflows, and reporting expectations. This created significant onboarding and integration challenges. Kristin Chisholm, IT services manager at AGRM, explains,

***“We have big portfolios with tens of thousands of claims. Some of these companies’ claims are decades old.”***

Because the claims system inherited by AGRM was not flexible or scalable, the team needed to heavily customize the application with each new client. The onboarding process also had to be completed in as few as 90 days, all while managing the current workload.

Increased regulatory scrutiny added further demands, requiring specific, accurate, and timely client reporting. Clients required reporting in multiple formats, and internal staff needed consistency across workflows to stay efficient.

AGRM sought a claims system that could accommodate client-specific requirements, support faster onboarding, and provide scalability – maintaining consistency and compliance at the same time.



## SOLUTION

AGRM adopted Riskconnect's Claims Management solution as its enterprise claims administration platform across all lines of business, including workers' compensation, general liability, and auto. AGRM can easily configure workflows, fields, and reports internally without adding IT complexity or slowing implementation.

That ease of customization became evident immediately.

***“It was mind-blowing to me that I could customize the system and get exactly what I want,” notes Chisholm. “One of my favorite things about Riskconnect is that we don’t have to reinvent the wheel every time.”***

Over 60 active users – including claim handlers, managers, finance staff, and IT – now work within a single system, making it easier to share information and maintain consistency. Each client's environment is tailored to reflect its specific terminology and reporting requirements while maintaining a consistent process across the organization. This allows staff to shift between accounts with minimal adjustment, supporting internal flexibility and collaboration.

The solution also enables AGRM to produce both standard and custom reports on demand. Reports such as loss runs, claim details, and transactional summaries are delivered in multiple formats, meeting client preferences for PDFs, spreadsheets, or raw data files.

When onboarding new clients, AGRM analyzes the incoming data, determines the extent of the claim history to import, and maps that data directly into Riskconnect. AGRM's teams handle routine data uploads, while Riskconnect's teams can take on larger, more complex migrations, reducing the burden on internal staff.

Configurability has opened new service opportunities for AGRM. When Bedivere Insurance entered liquidation, for instance, AGRM used Riskconnect to develop a specialized claims-tracking tool for insolvency proceedings – a distinct use case from traditional claims management. The complete solution was designed and deployed in under six months. “Building something from the ground up was super fun. Without Riskconnect, we wouldn't have had that opportunity,” explains Chisholm. “With a team our size, we couldn't have developed something in the time we needed.”



## RESULTS

More than 20,000 open and 300,000 closed claims across 12 clients are now consolidated in Riskconnect. “It’s great having all this data under one roof,” says Chisholm.

AGRM has gained efficiency in training, reporting, audit control, and compliance. New clients now onboard in as few as 90 days, even when transitioning from mainframe systems or fragmented legacy platforms, replacing months of manual effort.

Operating on one platform brings consistency without sacrificing client-specific customization. By using standard structures with built-in flexibility, training time for new or transitioning claims handlers has decreased, and reporting accuracy has improved.

Configuring workflows and data fields internally – without relying on outside developers – has reduced IT effort and increased responsiveness. This flexibility has also enabled AGRM to pursue specialized business opportunities like the Bedivere project.

AGRM is now better equipped to manage high claim volumes, meet client needs, and pursue new opportunities. Ongoing enhancements will help the organization continue to scale its client base without adding headcount. “We’re not programmers, but we don’t need to be,” says Chisholm. “We’ve got Riskconnect looking out for us, and we have a framework that works really well. I know help is there when I need it.”

MORE THAN

**20,000**

open claims

MORE THAN

**300,000**

closed claims

ACROSS

**12**

clients

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### ABOUT RISKCONNECT

Riskconnect is the leading integrated risk management software solution provider. Our technology empowers organizations with the ability to anticipate, manage, and respond in real time to strategic and operational risks across the extended enterprise.

More than 2,700 customers across six continents partner with Riskconnect to gain previously unattainable insights that deliver better business outcomes. Riskconnect has more than 1,500 risk management experts in the Americas, Europe, and Asia-Pacific. To learn more, visit [riskconnect.com](https://riskconnect.com).

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