

SUCCESS STORY**Risk management case study**

Superior Staffing significantly reduces workers' compensation costs through focus on claims management

The challenge

Superior Staffing is a leading light industrial staffing services firm in the Chicagoland area. From 2008-2012, Superior Staffing had numerous claims not investigated or handled properly by their insurance carriers. The company had a stable client base and proper oversight at customer locations but needed better claims management to lower their loss rate. Superior Staffing turned to a new business partner, Marsh McLennan Agency (MMA), for guidance.

The solution

The MMA team met with Superior Staffing to lay out a plan to lower overall costs and minimize risk in the workplace. Part of this plan included an analysis of claims by customer, which identified several that needed additional scrutiny. The analysis also established benchmarking data for all customers so that Superior Staffing could tangibly measure future results to help focus on what needed additional attention.

Based on the findings and Superior Staffing's commitment to improving results, MMA recommended terminating a large client that was responsible for more than a third of the company's losses and hiring a Risk Manager to further reduce workers' compensation claim costs. Superior Staffing agreed and with help from MMA made the investment in a full-time Risk Manager who was devoted to aggressive and proactive claims oversight and promoting worksite safety.

Your future is limitless.™



Client profile



Staffing

82%

reduction in loss rate

48%

decrease in overall workers' compensation costs

32%

Experience Modification Rating (EMR) improvement

57%

decrease in insurance fixed costs

Learn how MMA's Risk Management advisors can help you obtain measurable results.

MarshMMAMidwest.com

SUCCESS STORY

A strategic decision was also made to pursue a large deductible workers' compensation program that would give Superior greater control over the direction and outcome of claims. Strong claims management and partnership with MMA and the insurance carrier resulted in a significant Experience Modification Rating (EMR) improvement producing a result far better than the industry average. With a new insurance program and Risk Manager in place, the team at Superior Staffing took advantage of ongoing education through MMA to stay up to date on industry trends and claim strategies.

The results

Over a 6-year period, Superior Staffing reduced their loss rate by 82%, improved their EMR by 32%, experienced a 48% decrease in workers' compensation costs and a 57% reduction in insurance expense, while more than doubling the size of their company during the same period. Having greater control over claims has allowed Superior Staffing to steadily grow, while expanding their margins and bottom-line profits.



Minimizing risk. Maximizing health.®

MRMH

Learn how MMA's Risk Management advisors can help you obtain measurable results.

[MarshMMAMidwest.com](https://www.MarshMMAMidwest.com)

This document is not intended to be taken as advice regarding any individual situation and should not be relied upon as such. Marsh & McLennan Agency LLC shall have no obligation to update this publication and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting or legal matters are based solely on our experience as consultants and are not to be relied upon as actuarial, accounting, tax or legal advice, for which you should consult your own professional advisors. Any modeling analytics or projections are subject to inherent uncertainty and the analysis could be materially affected if any underlying assumptions, conditions, information or factors are inaccurate or incomplete or should change. d/b/a in California as Marsh & McLennan Insurance Agency LLC; CA Insurance Lic: 0H18131. Copyright © 2024 Marsh & McLennan Agency LLC. All rights reserved. MarshMMA.com