

SUCCESS STORY**Risk management case study**

Chicagoland staffing company experiences rapid growth following remarkable risk management turnaround

The challenge

Total Staffing Solutions was founded in 1997 with a vision to become the most respected and sought-after staffing organization by both clients and candidates. To accomplish this feat, the firm understood a key component of the organization's success depended upon the ability to keep associates safe and prevent injuries at client sites.

The solution

Total Staffing knew something had to be done when they noticed increasing claim frequency and severity, along with the resulting increased premiums and collateral obligations. The Total Staffing executive team quickly recognized the importance in resolving this issue and looked to Marsh McLennan Agency (MMA) for guidance. MMA was able to help them understand that the only way to reduce their workers' compensation spend would be to get better control around managing workers' compensation exposure and the claims that do occur. Once the client understood that, they were ready to make substantial changes and take back control over their workers' compensation spend.

MMA and Total Staffing developed a strategy that focused on improving the client selection process, educating the staff, and improving the claim management process. As a result of the new strategy, Total Staffing has taken the following additional measures to improve safety standards:

- Became more selective with their placement opportunities by implementing an improved client site evaluation form to secure a clear picture of the exposures their associates would face on client sites

Your future is limitless.™



Client profile



Staffing

20%

claims frequency reduction

25%

average claim cost reduction

25%

average indemnity cost reduction

39%

fixed cost reduction

30%

per claim retention reduction

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- Put 15 internal staff members through the OSHA 10 Hour General Industry certification training offered by MMA
- Engaged with MMA's safety consultant team to the Risk Management Center to key employees and customers
- Established a relationship with a dedicated occupational health provider, monitored weekly claim trends, and conducted quarterly claim review meetings

The results

Total Staffing now relies heavily on analytics, benchmarking, tracking, and continues to monitor risk exposures and proactively responds to each quickly and effectively. Since partnering with MMA, Total Staffing has experienced a reduction in fixed costs by 39%, reduced per claim retention by 30%, improved both the average indemnity cost and claim cost by 25%, and reduced claims frequency by 20%.

As a result of the success in managing their workers' compensation spend, along with several additional operational improvements introduced by a new CEO, Total Staffing has been able to reapply those savings towards expanding their business. Total Staffing has now opened offices in two new markets, Dallas, Texas, and Tampa, Florida – a truly tremendous feat in the face of a global pandemic.



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