

SUCCESS STORY

Risk management case study

Napleton drives home workers' compensation savings

The goal

Napleton Automotive Group acquired several new dealerships very quickly. Their rapid growth increased the organization's exposure to potential risks and more severe injuries. The company turned to Marsh McLennan Agency (MMA) for help with an integrated risk approach that would curve rising workers' compensation costs.

The action plan

Napleton and MMA worked together to implement several key safety and claim strategies. For instance, the MMA team now conducts safety audits quarterly with a focus on lifting and preventing slips, trips and falls. During these visits, the safety team identifies any other hazards and provides suggestions to prevent injuries. To supplement, MMA's claims team implemented a telephonic triage nurse program as part of the claims reporting process. The program gives Napleton employees the opportunity to speak with a registered nurse right away when an injury occurs. The reports generated from the triage nurse are then used for future safety training topics.

The achievements

The integrated strategy was initially set-up to identify more hazardous locations, immediately notify the claims team of any injuries and enhance loss analysis. Through Napleton's leadership and determination to minimize risk nationwide, the safety program has evolved to be more location-specific, further driving down losses and relevant exposures.

Your future is limitless.™

Client profile

Car Dealership

78%

decrease in the average
cost of claims

86%

decrease in total incurred claims

\$3.1M

in cost savings from 2015-2016

\$1.48M

in workers' compensation
savings from 2015-2016

Learn how MMA's risk management team can help you obtain measurable results.

MarshMMAMidwest.com

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