



ESIS Industry Practices

Industry-specific expertise that can improve outcomes and reduce the total cost of risk.



Construction

Healthcare

Real Estate & Hospitality

Staffing

Transportation

Deep Expertise

We speak the language of the industries we serve. Our dedicated, industry-focused teams understand the unique exposures, claims, legal issues, and lines of coverage intrinsic to their respective sectors. Because of this understanding, our experienced claim professionals can adeptly manage each claim. By bringing our jurisdictional, regulatory, litigation, safety, and brand management expertise to each claim, we positively impact client outcomes. Throughout the claim process, our teams also focus on improving the claim process for injured employees and claimants.

ESIS' full range of sophisticated risk management solutions draws on our industry-specific expertise so we can create integrated industry-specific pre- and post-loss solutions. Leveraging data analytics, we share insights and provide actionable recommendations that help reduce the total cost of risk.



Our Industry Practices

ESIS Industry Practices comprise dedicated practice leaders and teams of claims and risk control professionals with specialized knowledge of the industry and clients they serve. We couple that expertise with robust resources, from integrated medical programs to specialized loss prevention solutions. Our practices include:

Construction

Our Construction Industry Practice has been helping clients with owner- and contractor-controlled insurance programs to mitigate claims and enhance job site safety for more than two decades. When a claim occurs, we respond swiftly with the right resources on the ground, preserving the site and investigating the facts of a loss.

Our construction claim professionals understand the nuances of contracts and coverages for multi-year projects and construction defect claims. Another key to our success in managing construction claims is the shared expertise and close coordination of our workers compensation and general liability claim adjusters. This teamwork helps mitigate damages for clients – which is particularly important for New York Labor Law claims.



ESIS On Call

**24/7 Access to Emergency
Resources for Transportation
& Construction Clients**

ESIS On Call uses our proprietary mobile application that allows users to quickly and easily report an incident or accident to ESIS. This initiates the rapid mobilization of crucial resources to manage and mitigate severe claims. ESIS On Call supports fast, effective management of workers compensation, complex general and auto liability claims, as well as hazardous material spills.

Transportation

Our Transportation Industry Practice delivers the claim and risk management services that transportation companies and organizations with significant fleet or transportation operations require. Our dedicated team offers immediate claim response and investigations, leverages data and analytics, and smartly navigates unique jurisdictional and coverage issues.

In particular, our claim professionals understand how to effectively manage claims that can lead to nuclear verdicts. Our practice also includes a team of risk control experts who deliver and document training and services that dovetail with our clients' own safety efforts and keep pace with changing safety regulations.

Healthcare

Our clients include a broad range of healthcare facilities, including hospitals, long-term care facilities, nursing homes, physician groups, urgent care centers, outpatient facilities, surgeons, and home health agencies.

The healthcare industry solutions we offer focus on workers compensation, general liability, auto liability, and medical professional liability. Within the practice, our claim professionals and risk consultants bring decades of experience in the healthcare space, working with our clients how and when they need it.

Our team includes registered nurses and attorneys that specialize in healthcare risk and claim management. Their expertise allows them to assess complex medical records and documentation, determine whether there was a breach of the standard of care, and assess liability. In addition to claim and litigation management, we offer risk consulting services, including process improvement, risk reduction strategies, safety management systems, and medical investigations.

Real Estate and Hospitality

Focused on addressing the claim and risk management needs of real estate owners, property managers, and hospitality businesses, including casinos, hotels, and restaurants, our Real Estate and Hospitality (REH) Industry Practice works in tandem with our clients to optimize outcomes.

Our REH team is well-versed in the language of property ownership and management and has a deep well of expertise when it comes to navigating the nuances of complicated and unique coverages and contracts. We're also attuned to our clients' need for customer satisfaction and brand protection. Our consistent, reliable services support our clients' goals and business objectives.

Staffing and Professional Employer Organization (PEO)

With an emphasis on rapid response and early investigation, our Staffing and PEO Industry Practice serves the full range of industrial and office staffing agencies, including many of the industry's largest companies.

We have a comprehensive understanding of the unique employer-employee relationships that define this sector. Our solutions – from our ESIS Care advocacy program to our ESIS NurseLine triage services – support prompt reporting of claims and increase employee engagement in the claim process. Further, programs are highly customized to individual needs, and our approach has been proven to reduce litigation and claim costs.

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The ESIS Difference

ESIS Industry Practices offer our clients market-leading expertise and tailored services that align with their programs and support their business objectives. Our ability to manage claims, help prevent losses, and reduce the total cost of risk makes a measurable impact on our clients' programs and overall success.

Through deep knowledge of the claims, coverages, and exposures impacting our clients' business and industry, ESIS Industry Practices create integrated pre- and post-loss solutions that drive superior claim and risk management outcomes for our clients.



A Holistic Approach to Mitigating Losses and Lowering Total Cost of Risk

Our clients have access to comprehensive, integrated risk management solutions tailored to each specific industry's needs. Our team of highly credentialed health, safety, and environmental consultants can help clients improve workplace safety, prevent or mitigate property damage, minimize environmental impact, improve productivity, and leverage technology to bring new efficiency to standard operating procedures.

Advanced Data and Analytics

Through our ESIS Claims Operating System (ECOS), ESIS amasses more – and more granular – data tailored to each client's specific needs, including industry- and organization-specific concerns and exposures. This data gives us the opportunity to recognize and manage individual claims and loss trends early on, benchmark performance against industry peers, and continually enhance our clients' programs. In addition, ESIS' predictive models and data analytics allow our professionals and our clients to zero-in on issues and trends that have the greatest impact on their business.

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To learn more about ESIS Industry Practice Groups and how our experts can help your organization, contact:

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ESIS[®], Inc., a Chubb company, provides claim and risk management services to a wide variety of commercial clients. ESIS' innovative best-in-class approach to program design, integration, and achievement of results aligns with the needs and expectations of our clients' unique risk management needs. With more than 65 years of experience, and offerings in both the U.S. and globally, ESIS provides one of the industry's broadest selections of risk management solutions covering both pre- and post-loss services. For more information, visit us at www.esis.com and www.chubb.com.