

Case Study



Marriott Hotels & Resorts

Marriott is one of the world's largest and most recognized hotel brands. With a staff of more than 110,000 in 700 U.S. locations and significant safety challenges in the hospitality industry, Marriott wanted to develop a sophisticated workers' compensation (WC) program that would quickly respond to workplace injuries with quality medical care and return employees to work as quickly and safely as possible—all while controlling costs.

The main obstacle was paper-based inefficiencies in the WC process, which prevented Marriott's various claims experts from effectively sharing information and collaborating to achieve optimal claims costs and outcomes. In order to achieve a more coordinated program, Marriott needed to build an electronic, automated claims workflow that would foster communication and collaboration across its entire claims management community. Marriott also needed sophisticated data analysis and reporting capabilities to track and improve program performance, such as reducing claims frequency and costs.

To achieve these objectives, Marriott turned to Aon eSolutions and its browser-based iVOS Claims Management System. Aon eSolutions helped to customize and align iVOS to meet Marriott's specific WC program needs. For example, Aon eSolutions helped configure business rules to automate simple claims-handling functions and to route complex tasks to the right claims expert. For instance, the iVOS rules engine was configured to automatically route severe-injury claims to Marriott's nurse case managers, so they could provide medical management expertise.

iVOS' user diaries and scheduling tools helped Marriott's claims adjusters to prioritize tasks and to take the right actions at the right time, such as communicating with injured employees to ensure satisfaction with WC results. iVOS also integrated document-imaging, which enabled Marriott to achieve a completely paperless claims process.

With its browser-based platform, iVOS enabled and significantly increased online reporting of injuries and helped to create an electronic workflow with external business partners, such as its WC call center. iVOS essentially operated as Marriott's centralized data repository, where all claims information was captured and shared among various claims experts.

Aon eSolutions helped customize iVOS reports to consolidate critical claims information, summarize Marriott's key performance measures, and automatically distribute reports on a monthly basis to increase managers' awareness of injuries and losses. This knowledge enabled managers to focus their loss prevention and safety initiatives on problem areas. With the contribution of iVOS' data analysis and reporting capabilities, Marriott has achieved and maintained a loss rate that is a double-digit percent below its competitors.

Using the combination of iVOS' advanced technological capabilities and Marriott's strong, well-defined internal focus, the company has accomplished an impressive track record of success: increasing same-day injury reporting by 100 percent and decreasing claims frequency by 15 percent. In the end, Marriott's innovative workers' compensation and loss prevention and control programs earned the "ANSI Z10 World-Class Safety Status" designation and was recognized by the Roosevelt Workers' Compensation Award committee as one of the best programs in the country.