

Expert view

Q&A with Jason Landrum, Chief Information Officer, Sedgwick

The "Expert view" column presents a wide range of claims management topics offering valuable insights and information for clients.

edge:
What are you working on right now that will have an impact on our clients this year?

Jason:
One of the important topics we're looking at is how technology impacts our users, and trying to ensure that it accommodates all different types of individuals and preferences. For example, some people do not necessarily like to pick up a phone and others only want to talk to a human. Developing technology so that we reach everyone in the way they want to be reached is the key. We are looking at incorporating new communications

with claimants, and expanding the options within our web-based and mobile applications. Currently, injured or ill employees receiving workers' compensation, disability and leave benefits can use our viaOne® technology solution on their smartphones, computers or other devices to view claim and case information on a real-time basis; with our push technology option, they can choose to receive emails or text messages with information that is more timely communications to help improve each employee's experience and facilitate a smooth claims process.

JASON L. LANDRUM

Landrum has played an integral role in managing some of Sedgwick's most significant technology projects, including two of the company's largest-ever new client implementations, and the development of the award-winning viaOne® express mobile application and push technology. He joined Sedgwick in 2010 as vice president of information technology applications. Landrum was named senior vice president in 2012 and promoted to chief information officer in 2014. During his career, he also served in various strategic software development roles at a global claims management services firm.

Another area we are looking at is using real-time data analytics or predictive models to alert examiners instantaneously if concerns arise on a claim such as litigation or fraudulent activity. At the time the claim is reported, we will be able to check the system and get current information.

edge:

What else is on the horizon for viaOne?

Jason:

We continue to enhance our viaOne application to ensure that we are providing the most up-to-date options for our users. Next up is a new version of viaOne express, which is designed to respond to the user's system, screen size and tools so they can access the application on any device or platform. In addition to its responsive design technology, the next generation of viaOne express will include improved navigation, a simplified menu structure and new features such

as a dashboard on the landing page and a customizable intake screen. It will also build upon our current viaOne express system and mobile app, which allow users to quickly access details on claim status, view payment history, update their claims representative regarding a medical appointment or return to work date, and opt in for our push technology option to help them stay informed during the entire claims process. Sedgwick was the first in the industry to offer a mobile application and our team continues to innovate by developing all of our external-facing applications using responsive design technology.

edge:

With all that has happened in our world with data breaches and cyber-attacks, what advice do you have for our clients in this area?

Jason:

It is important to have a strong security incident response plan and team, supported by an annual business continuity plan and review practice, so that you are prepared to respond quickly to suspicious activity. Another thing that is really critical is to never stop asking questions. Do not get comfortable and think you are protected because there is always more that you can do. It is also vital to have a person continuously looking at your system and figuring out the possible ways that you could be breached given that company data has such a high risk of being attacked these days. In addition, it is beneficial to involve risk managers and other key players in your company's planning process. Everyone has heard about the large corporations dealing with data breaches in the past couple years, and it creates more of an awareness that it's not just an IT problem anymore, it's a company problem.