

2022 CSURMA Campus - Dashboard



▼ Default Grouping : 97.67% of total responses

Date between 12/22/2022 AND 12/22/2023

AND Response Status = All Responses

Summary



341

👁 Viewed

43

⬢ Total Responses

42

🚩 Completed

97.67%

🕒 Completion Rate

1

➡ Dropouts

7 min

🕒 Average Time

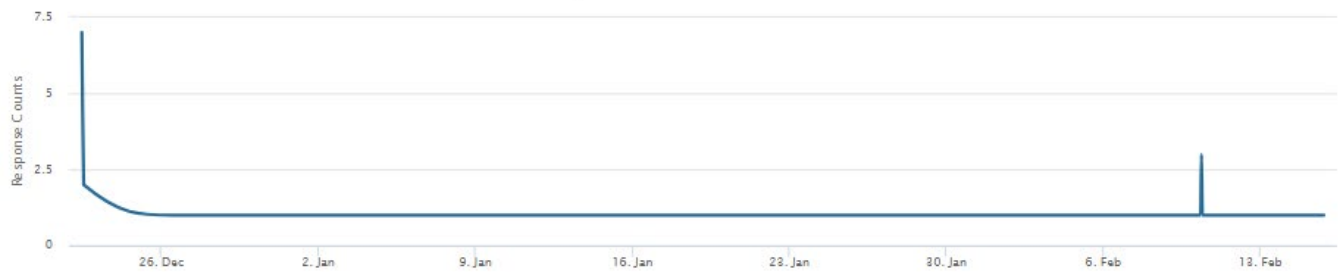
Response Distribution



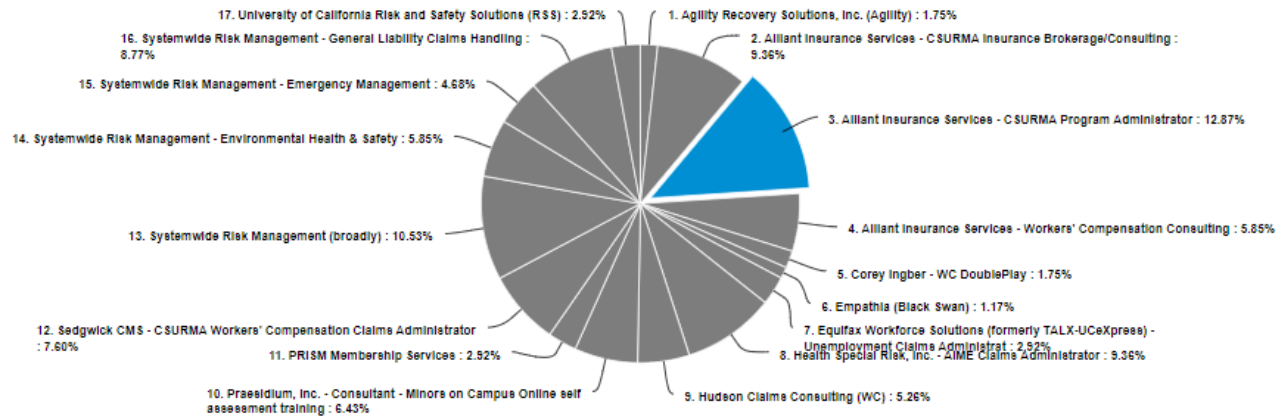
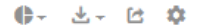
Countries	Responses
US	100.00%
Total	100.00%

🖥 95% Desktop / LAPTOP	88% Windows	12% Mac	0% Linux	0% Other
📱 5% SMARTPHONES	0% Android	100% iPhone	0% Windows	0% Other
📺 0% TABLETS	0% iPad	0% Android	0% Windows	0% Other

Response Count Time Line

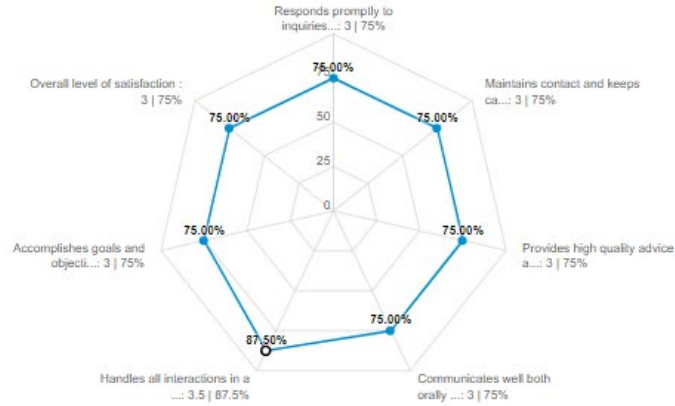


Please "select" all Vendor/Service Providers that you worked with from January 1, 2022 through December 31, 2022:



Answer	Count	Percent	20%	40%	60%	80%	100%
1. Agility Recovery Solutions, Inc. (Agility)	3	1.75%					
2. Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting	16	9.36%					
3. Alliant Insurance Services - CSURMA Program Administrator	22	12.87%					
4. Alliant Insurance Services - Workers' Compensation Consulting	10	5.85%					
5. Corey Ingber - WC DoublePlay	3	1.75%					
6. Empathia (Black Swan)	2	1.17%					
7. Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator	5	2.92%					
8. Health Special Risk, Inc. - AIME Claims Administrator	16	9.36%					
9. Hudson Claims Consulting (WC)	9	5.26%					
10. Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training	11	6.43%					
11. PRISM Membership Services	5	2.92%					
12. Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator	13	7.6%					
13. Systemwide Risk Management (broadly)	18	10.53%					
14. Systemwide Risk Management - Environmental Health & Safety	10	5.85%					
15. Systemwide Risk Management - Emergency Management	8	4.68%					
16. Systemwide Risk Management - General Liability Claims Handling	15	8.77%					
17. University of California Risk and Safety Solutions (RSS)	5	2.92%					
Total	171	100 %					

1. Agility Recovery Solutions, Inc. (Agility): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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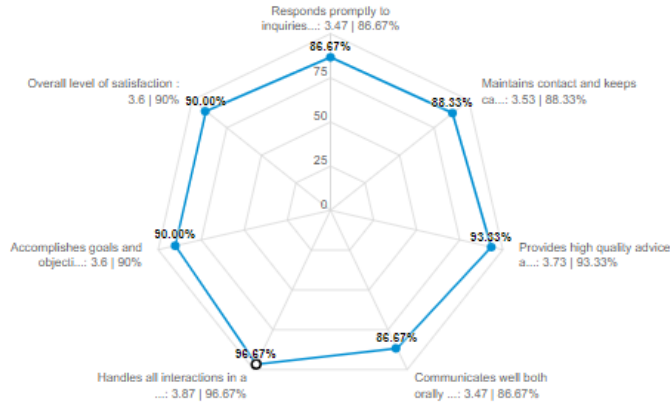
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	2	3				
Maintains contact and keeps campus apprised on important and pertinent matters	2	3				
Provides high quality advice and assistance	2	3				
Communicates well both orally and in writing	2	3				
Handles all interactions in a professional manner	2	3.5				
Accomplishes goals and objectives and also provides additional value	2	3				
Overall level of satisfaction	2	3				
Average		3.07				

Comments/Suggestions for Agility Recovery Solutions, Inc. (Agility):



01/03/2023 157114563 More and consistent outreach to campuses during the year.

2. Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	15	3.47				
Maintains contact and keeps campus apprised on important and pertinent matters	15	3.53				
Provides high quality advice and assistance	15	3.73				
Communicates well both orally and in writing	15	3.47				
Handles all interactions in a professional manner	15	3.87				
Accomplishes goals and objectives and also provides additional value	15	3.6				
Overall level of satisfaction	15	3.6				
Average		3.61				

Comments/Suggestions for Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting:



- 02/10/2023

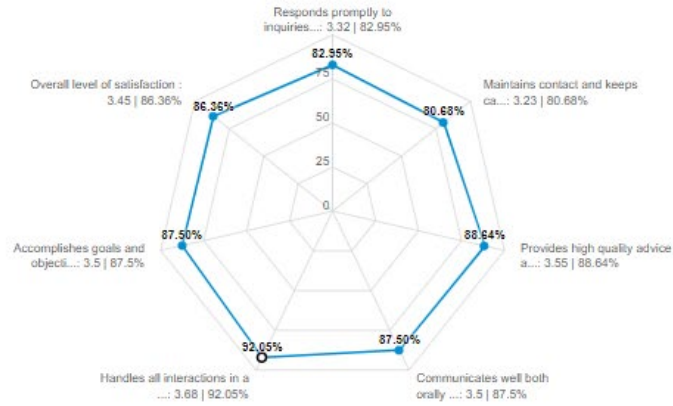
159408805

VERY difficult to work with this company. When we reach out with questions we usually never hear any type of response. Often times payment by HSR isn't made and the students account goes to collections.
- 01/03/2023

157114563

Alliant team is terrific. Appreciate their efforts to help campus with a variety of issues.

3. Alliant Insurance Services - CSURMA Program Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	22	3.32				
Maintains contact and keeps campus appraised on important and pertinent matters	22	3.23				
Provides high quality advice and assistance	22	3.55				
Communicates well both orally and in writing	22	3.5				
Handles all interactions in a professional manner	22	3.68				
Accomplishes goals and objectives and also provides additional value	22	3.5				
Overall level of satisfaction	22	3.45				
Average		3.46				

Comments/Suggestions for Alliant Insurance Services - CSURMA Program Administrator:



02/15/2023 159657167 Thank you for your support.

01/12/2023 157526035 It would be helpful to have quarterly highlights (newsletter, video, or meeting) on insurance policies, best practices, upcoming needs from the campuses, services that are underutilized but beneficial. There are lots of competing priorities so this will help RMs be more effective partners and communicate needs throughout the year to campus leaders.

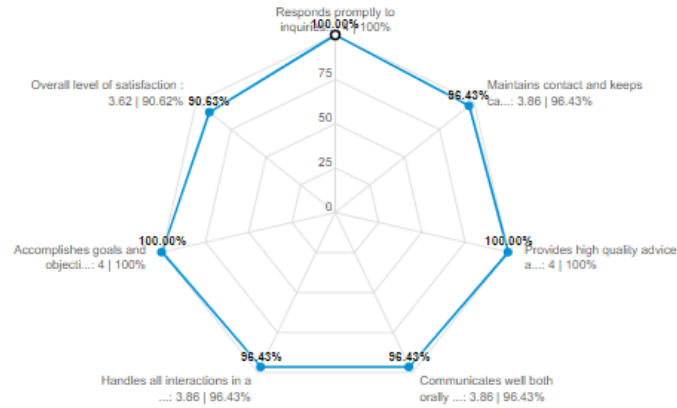
01/11/2023 157466620 Van Rin is the BEST!

01/10/2023 157421411 Every interaction and correspondence with the Alliant team was excellent and helpful. We see them has our integral, intelligent partner.

01/05/2023 157240534 Delays in responses to coverage inquiries.

01/03/2023 157114563 See above

4. Alliant Insurance Services - Workers' Compensation Consulting: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	6	4				
Maintains contact and keeps campus apprised on important and pertinent matters	7	3.86				
Provides high quality advice and assistance	6	4				
Communicates well both orally and in writing	7	3.86				
Handles all interactions in a professional manner	7	3.86				
Accomplishes goals and objectives and also provides additional value	6	4				
Overall level of satisfaction	8	3.62				
Average		3.87				

Comments/Suggestions for Alliant Insurance Services - Workers' Compensation Consulting:



- 01/12/2023

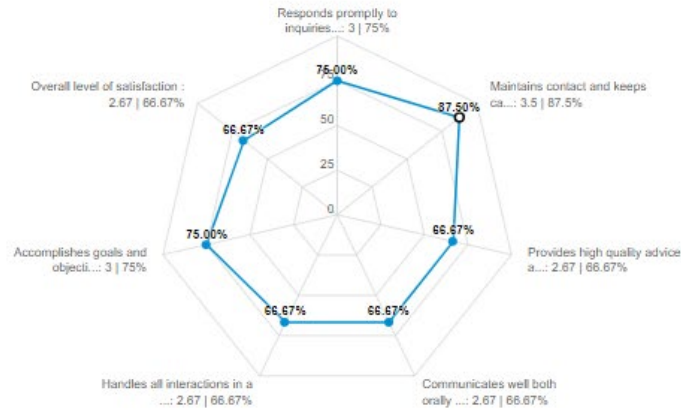
157526035

What is Alliant's role in WC? I know they hired Sedgwick as the TPA, and set projections for annual premiums based on the underwriters reports, history and the market. Except for the CSURMA meetings, I am not quite sure how else a campus is supposed to interact with them so I put N/A, I'd like to know more.
- 01/03/2023

157114563

We miss Jacki, though Alta has really stepped up and performed exceedingly well. Deanna is outstanding.

5. Corey Ingber - WC DoublePlay: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	2	3				
Maintains contact and keeps campus apprised on important and pertinent matters	2	3.5				
Provides high quality advice and assistance	3	2.67				
Communicates well both orally and in writing	3	2.67				
Handles all interactions in a professional manner	3	2.67				
Accomplishes goals and objectives and also provides additional value	3	3				
Overall level of satisfaction	3	2.67				
Average		2.84				

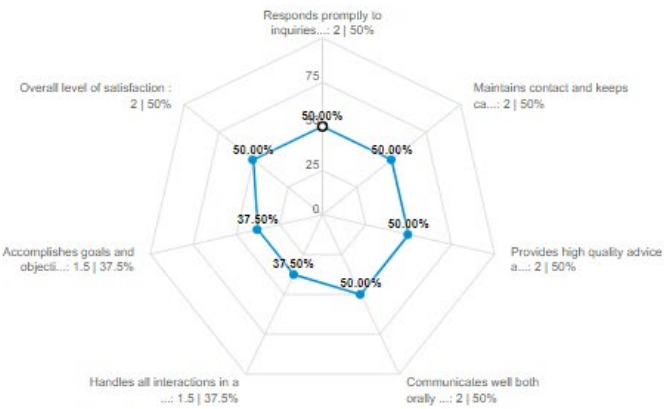
Comments/Suggestions for Corey Ingber - WC DoublePlay:



02/07/2023 159262731 Corey can come across very demeaning. Especially to women.

01/03/2023 157114563 Doubleplay has been a success on campus W/C program.

6. Empathia (Black Swan): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets ExpectationsVery Good/Above Expectations
Responds promptly to inquiries and requests	2	2			
Maintains contact and keeps campus appraised on important and pertinent matters	2	2			
Provides high quality advice and assistance	2	2			
Communicates well both orally and in writing	2	2			
Handles all interactions in a professional manner	2	1.5			
Accomplishes goals and objectives and also provides additional value	2	1.5			
Overall level of satisfaction	2	2			
Average		1.86			

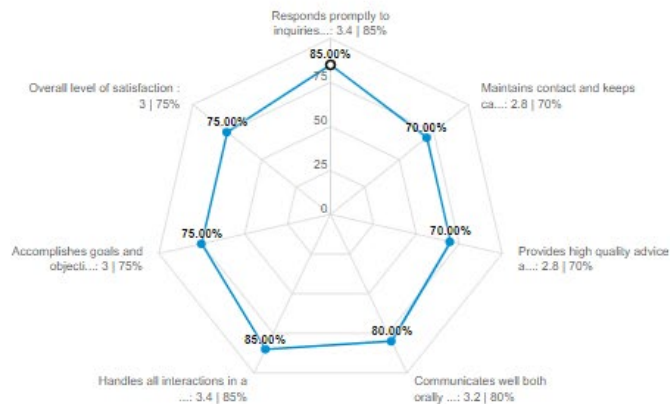
Comments/Suggestions for Empathia (Black Swan):



One of our students was taken away in the tide at a beach in Pacifica, just south of SF. I reached out to Black Swan to request some assistance with communications. What we needed was a firm/person to assist with managing communication between the parents and the campus which wasn't going great. They were unable to assist and said that instead, they could arrange grief counselors for those in need.

02/10/2023 159405496 Now, as a college campus, we have counselor services readily available. I was very disappointed in this coming from a firm that markets itself as Black Swan Communication Services. I was able to have a follow-up discussion about this with Rick from Black Swan and he acknowledged that this was not handled properly and vowed to ensure that this would never happen again. So, I'd give points for his response.

7. Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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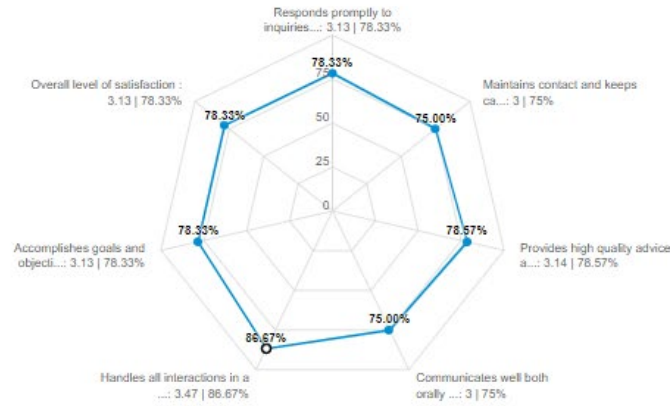
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	5	3.4				
Maintains contact and keeps campus apprised on important and pertinent matters	5	2.8				
Provides high quality advice and assistance	5	2.8				
Communicates well both orally and in writing	5	3.2				
Handles all interactions in a professional manner	5	3.4				
Accomplishes goals and objectives and also provides additional value	5	3				
Overall level of satisfaction	5	3				
Average		3.09				

Comments/Suggestions for Equifax Workforce Solutions (formerly TALX-UCeXpress):



02/15/2023 159662815 Would like Equifax Solution to provide information regarding their overall services and expectations.

8. Health Special Risk, Inc. - AIME Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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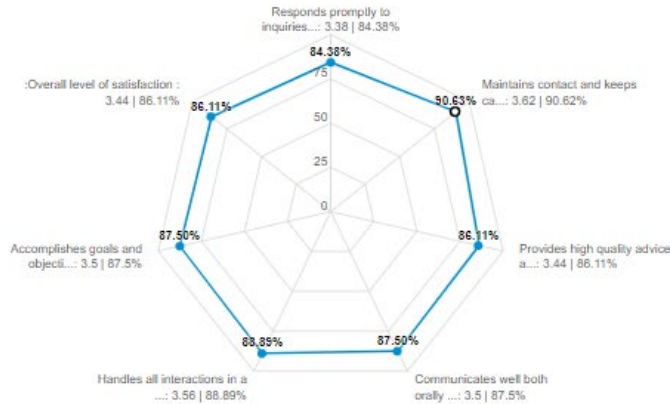
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	15	3.13				
Maintains contact and keeps campus appraised on important and pertinent matters	15	3				
Provides high quality advice and assistance	14	3.14				
Communicates well both orally and in writing	15	3				
Handles all interactions in a professional manner	15	3.47				
Accomplishes goals and objectives and also provides additional value	15	3.13				
Overall level of satisfaction	15	3.13				
Average		3.14				

Comments/Suggestions for Health Special Risk, Inc. - AIME Claims Administrator:



12/22/2022 156551257 Being able to accept receipts without EOB. Most co pays don't have an EOB

9. Hudson Claims Consulting (WC): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	8	3.38				
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.62				
Provides high quality advice and assistance	9	3.44				
Communicates well both orally and in writing	8	3.5				
Handles all interactions in a professional manner	9	3.56				
Accomplishes goals and objectives and also provides additional value	8	3.5				
Overall level of satisfaction	9	3.44				
Average		3.49				

Comments/Suggestions for Hudson Claims Consulting (WC):

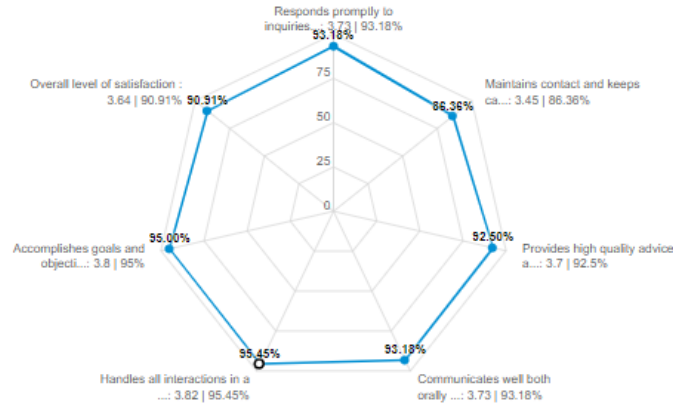


02/15/2023 159657167 A great partner to CSU RM/WC Thank you

01/12/2023 157526035 Initially, I was surprised to see 'another' consulting firm, but Hudson has delivered excellent customer service, given bespoke claim reviews and advice. To be honest, I was looking to receive similar support from Alliant. We appreciate the free educational recommendations, advice and resources Hudson has provided to help strengthen our WC program.

01/03/2023 157114563 See above.

10. Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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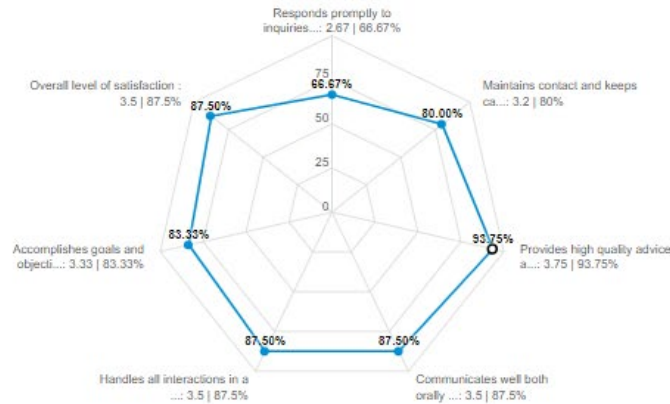
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	11	3.73				
Maintains contact and keeps campus apprised on important and pertinent matters	11	3.45				
Provides high quality advice and assistance	10	3.7				
Communicates well both orally and in writing	11	3.73				
Handles all interactions in a professional manner	11	3.82				
Accomplishes goals and objectives and also provides additional value	10	3.8				
Overall level of satisfaction	11	3.64				
Average		3.69				

Comments/Suggestions for Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training:



02/10/2023	159405495	Praesidium in general, and jimmy Bourgoin in particular, have been critical in getting SF State's YPP up and running. jimmy and the support team are incredibly responsive and always find resolutions to any issues SF State has with our program.
01/06/2023	157298200	Please note that activity in 2002 related to planning, budgeting and contracting for risk assessment services, so not all survey categories apply to the rating period. Deeper feedback can be provided next year as contracted activity will occur in 2023.
01/03/2023	157114563	important issues such as protection of youth is critical and needs top quality consultation services and resources. Praesidium marks all the boxes.

11. PRISM Membership Services: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	3	2.67				
Maintains contact and keeps campus apprised on important and pertinent matters	5	3.2				
Provides high quality advice and assistance	4	3.75				
Communicates well both orally and in writing	4	3.5				
Handles all interactions in a professional manner	4	3.5				
Accomplishes goals and objectives and also provides additional value	3	3.33				
Overall level of satisfaction	4	3.5				
Average		3.37				

Comments/Suggestions for PRISM Membership Services:

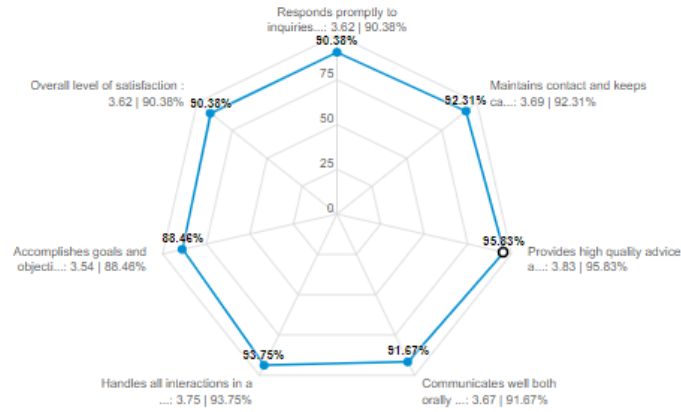


02/15/2023 159657167 Great resource for (newer) Risk Managers

01/12/2023 157526035 Prism hasn't been fully explored but I've really been impressed with the little bit that I've seen. The information and development opportunities put out by PARMA are useful, their topics relevant, and the advance calendar of educational tools will benefit our Risk and EHS staff who want to develop further in their discipline.

01/10/2023 157421411 We have engaged special services with PRISM including a staff person going their their Safety Management Certification courses. Their staff has been so great and have given us one of the best experiences in a certification program. They have great expertise, and really want our staff to succeed in the program. They respond immediately and give us personal service. We love the PRISM team!

12. Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	13	3.62				
Maintains contact and keeps campus apprised on important and pertinent matters	13	3.69				
Provides high quality advice and assistance	12	3.83				
Communicates well both orally and in writing	12	3.67				
Handles all interactions in a professional manner	12	3.75				
Accomplishes goals and objectives and also provides additional value	13	3.54				
Overall level of satisfaction	13	3.62				
Average		3.67				

Comments/Suggestions for Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator:



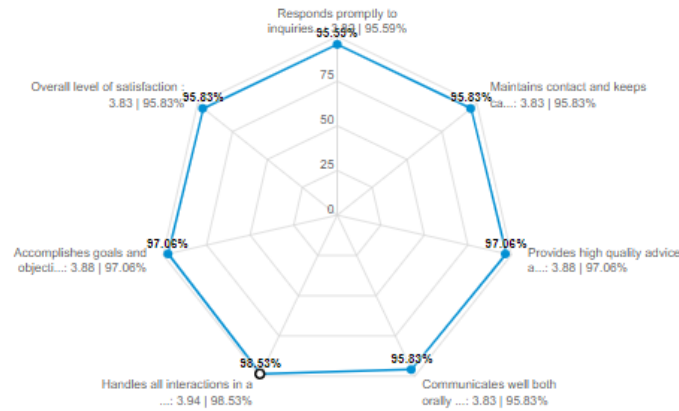
02/15/2023 159657167 Another great partner to the CSU, thank you!

01/12/2023 157526035 Sedgewick has been a good partner and they have been very responsive to questions and providing information. As a campus we needed more bespoke support in claim reviews and regular reporting on action plans to get cases closed. This is the primary goal of a campus so I felt this area can be strengthened. Hudson Consulting has been filling this void, since coming on board this FY. I'd also like highlights/on-demand videos to maximize the use of the viaOne database.

01/11/2023 157466620 Shane Cole is AWESOME!

01/03/2023 157114563 Consistently reliable to campus.

13. Systemwide Risk Management (broadly): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	17	3.82				
Maintains contact and keeps campus apprised on important and pertinent matters	18	3.83				
Provides high quality advice and assistance	17	3.88				
Communicates well both orally and in writing	18	3.83				
Handles all interactions in a professional manner	17	3.94				
Accomplishes goals and objectives and also provides additional value	17	3.88				
Overall level of satisfaction	18	3.83				
Average		3.86				

Comments/Suggestions for Systemwide Risk Management (broadly):



02/10/2023 159405496 Zach, Jody, Martha, and Leona provide top-level service. They respond quickly and are true problem solvers.

02/07/2023 159257801 AWESOME ASSISTANCE!

Systemwide Risk is a good partner. The resources and tools provided to campuses are useful and they are very responsive. They encourage collaboration and take advice from campus RMs that is then actioned. It would be beneficial to have compliance rubrics established for Risk Managers so we can assess our programs against EOs, Technical Letters, and other requirements. Additionally, more discussion about development of campus-wide risk registers and enterprise risk management would be useful.

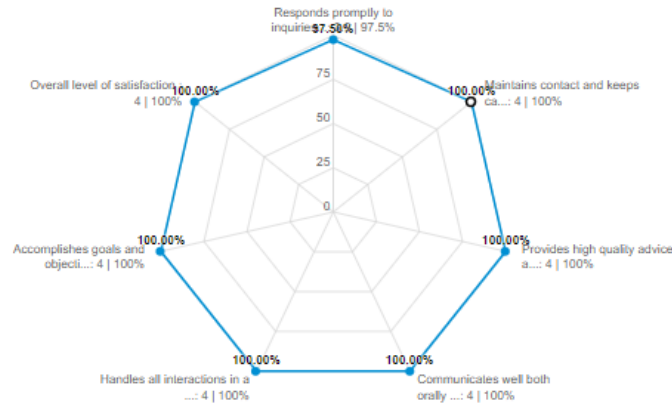
01/11/2023 157466620 Best Crew Ever!!!

Zach and his team are our partners, gurus and friends. We rely on them to give us timely and expert guidance and advice. We always knew this, but the last couple of years in the pandemic have proven it solidly. We need them. Zach has hired well in the last couple years and his team is the BEST!

01/06/2023 157298200 The Systemwide Risk Management team is very helpful and consistently provides excellent advice and feedback.

01/03/2023 157114563 It is nice to see that SRM has added personnel. The increased subject matter experts have enhanced the campus operation.

14. Systemwide Risk Management - Environmental Health & Safety: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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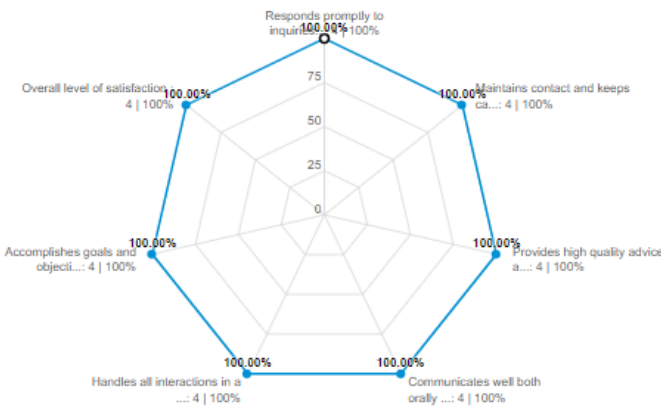
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	10	3.9				
Maintains contact and keeps campus apprised on important and pertinent matters	10	4				
Provides high quality advice and assistance	10	4				
Communicates well both orally and in writing	10	4				
Handles all interactions in a professional manner	10	4				
Accomplishes goals and objectives and also provides additional value	10	4				
Overall level of satisfaction	10	4				
Average		3.99				

Comments/Suggestions for Systemwide Risk Management - Environmental Health & Safety:



01/12/2023	157526035	EH&S under Scott's leadership has provided unparalleled support to the EH&S Directors across the CSU system. Scott has lead multiple initiatives to further EH&S systemwide including but not limited to systemwide safety training, development of EH&S metrics and annual reporting, inter-campus benchmarking, highly-specified working groups, and EH&S classification/salary review. The support from systemwide EH&S far exceeds my expectations and provides a high caliber of expertise from both higher-ed to private entities and a vast network of resources. There is no doubt that this role has helped to further the development and implementation of EH&S systemwide which was seen in the updated EH&S policy which now embeds EH&S throughout the entire organization. This approach and skillset was invaluable during the pandemic and helped EH&S synchronize efforts across multiple campuses.
01/11/2023	157486620	Scott Bourdon is Fabulous!
01/10/2023	157421411	Scott Bourdon has made extreme efforts to engage professionally with all the campus EH&S Directors and staff. He comes from a good heart and a total understanding of what we need. The last year with Scott as our liaison have been excellent. He gets into the nitty gritty and keeps us on all track. He has a servant attitude and always gets back to us immediately. We really feel supported, served, and helped by him. We look forward to the training technology staff he will bring on this year to help us with CSU Learn LMS safety training management.
01/03/2023	157114563	Finally! Scott is a wonderful resource.

15. Systemwide Risk Management - Emergency Management: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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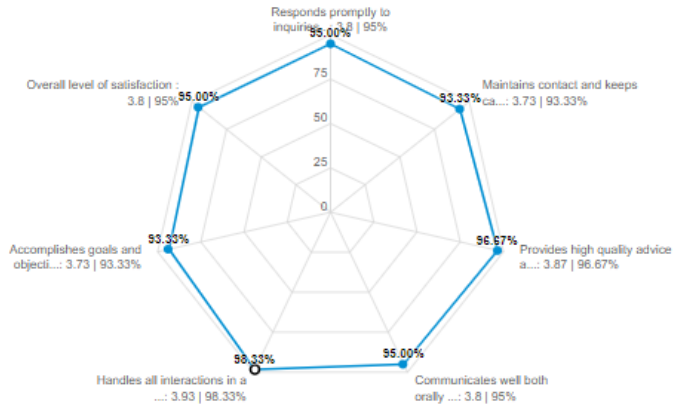
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good / Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	8	4				
Maintains contact and keeps campus apprised on important and pertinent matters	8	4				
Provides high quality advice and assistance	8	4				
Communicates well both orally and in writing	8	4				
Handles all interactions in a professional manner	8	4				
Accomplishes goals and objectives and also provides additional value	8	4				
Overall level of satisfaction	8	4				
Average		4				

Comments/Suggestions for Systemwide Risk Management - Emergency Management:



01/11/2023	157466620	Jenny Novak & Stephanie Kim are Amazing!
01/10/2023	157421411	Jenny and Stephanie are so smart! They helped us navigate another complicated year of emergencies, and were proactive all the way. We appreciate that they don't make us do extra work or data collection longer that is necessary (i.e.; ending C19 data collection). They also strive to develop excellent relationships and partnerships between the CSU and UC, and other entities that benefit our campuses. They listen and make continuous improvement.
01/03/2023	157114563	Not enough can be said as to the contributions Jenny and Stephanie have provided to campus and the system.

16. Systemwide Risk Management - General Liability Claims Handling: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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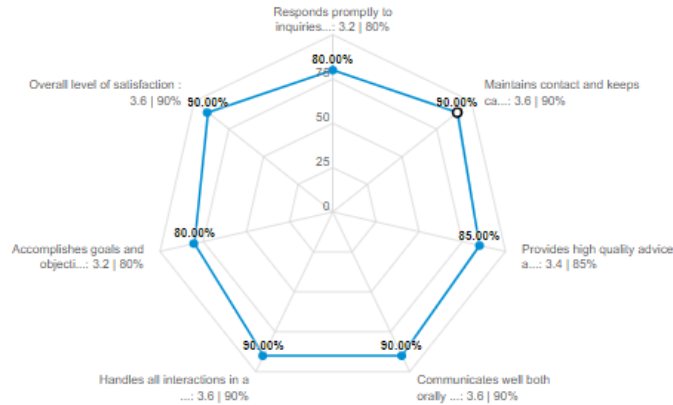
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	15	3.8				
Maintains contact and keeps campus apprised on important and pertinent matters	15	3.73				
Provides high quality advice and assistance	15	3.87				
Communicates well both orally and in writing	15	3.8				
Handles all interactions in a professional manner	15	3.93				
Accomplishes goals and objectives and also provides additional value	15	3.73				
Overall level of satisfaction	15	3.8				
Average		3.81				

Comments/Suggestions for Systemwide Risk Management - General Liability Claims Handling:



02/10/2023	159405496	Zacha and Martha have been instrumental in helping SF State get our hands around our claims. We've seen great recent success in reducing our claim count and expenses incurred. Crossing my fingers for this to continue.
01/11/2023	157466620	Martha is the BEST!
01/10/2023	157421411	Martha, Zach, and our campus counsel make this process painless for the campuses. Whether the claim is large or small, they are systematic, patient, and professional with us and the claimant. I don't worry about claim handling, and it really could be a problem. They take away stress in an important way. I appreciate the professional yet candid collaboration approach they provide with each new claim. I need them so much and I'm grateful for them!
01/06/2023	157298200	I am interested in increasing communications regarding claim status and resolution strategies to provide the campus better visibility to claim and reserve development. Perhaps quarterly claim review meetings for open and recently closed claims. Direct access to claim file notes could be another opportunity. This function may currently exist but I am not aware of it.
01/03/2023	157114563	Martha is really good to work with and her point-of-view on claims has been really welcome.

17. University of California Risk and Safety Solutions (RSS): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	5	3.2				
Maintains contact and keeps campus apprised on important and pertinent matters	5	3.6				
Provides high quality advice and assistance	5	3.4				
Communicates well both orally and in writing	5	3.6				
Handles all interactions in a professional manner	5	3.6				
Accomplishes goals and objectives and also provides additional value	5	3.2				
Overall level of satisfaction	5	3.6				
Average		3.46				

Comments/Suggestions for University of California Risk and Safety Solutions (RSS):



01/12/2023 15:7526035 We are appreciative of the support that RSS provides. They have been a crucial step in our workflow for implementation of key projects such as Chemical SOP's, inventory, and inspections. As such, they have been an invaluable resource assisting our team with project planning, brainstorming, custom features, live customer training, and development of resource guides to support and facilitate customer engagement.

01/10/2023 15:7421411 RSS has been great at communicating and offering assistance. We think they hear our issues and provide remedies as quick as possible.