



LEVERAGING RIGHT-SIZED TECHNOLOGY TO IMPROVE RISK REPORTING & ANALYTICS

THE CHALLENGE

With a diverse portfolio of businesses spanning real estate, transportation, and manufacturing, Castle & Cooke, Inc. also owns a broad risk portfolio. In spite of that complexity, the company's tools for managing its risk had not kept pace.

As a result, Castle & Cooke encountered a familiar list of business issues. Its risk management processes were largely manual and time consuming. The consolidation of data from different sources into a single database was difficult and slow. And the creation and distribution of key risk reports was complicated and far too inefficient for an organization of approximately 3,000 employees that operates nationwide.

APPROACH & OUTCOMES

Based on these issues, the leadership in Castle & Cooke's risk management department had long been considering a technological solution. But the solution had to fit their business needs, and it had to come with a level of service that would make the transition from old to new as smooth as possible. Castle & Cooke's key goals were to:

- Use technology to gain efficiencies throughout the risk management department
- Simplify the consolidation of data from their various vendors into a single risk management database
- Refocus resources on their core tasks
- Utilize their historical data to more proactively manage their risk programs
- Quickly and easily create, generate, and distribute business-relevant reports to key corporate stakeholders
- Castle & Cooke selected OCI, an independent provider of risk management reporting systems, to deliver its web-based Risk Management Information System (RMIS). The system went live in Spring 2007.

As part of its standard implementation process, OCI managed the entire data procurement process, interacting with Castle & Cooke's data vendors, and freeing Castle & Cooke stakeholders to focus on more critical operational work during the implementation. As a result, the consolidation of Castle & Cooke's risk data has been simplified, and the firm is rolling the system out more broadly and capitalizing on the ease and availability of risk information.

CUSTOMER

Castle & Cooke, Inc.

INDUSTRY

Real Estate,
Transportation,
Manufacturing

LOCATION

Bakersfield, CA

OCI SOLUTION

Risk Management
Information System

"We needed consolidation of our data and reporting, and OCI fit the bill."

-Rebecca Smith
Manager of Risk
Management
Castle & Cooke

www.oci.com

Turning History Into ForesightSM



IN THE TRENCHES

Castle & Cooke traces its roots back more than 150 years and has its origins in Hawaii. Since then, it has grown to encompass the real estate, transportation, and manufacturing holdings of Castle & Cooke, as well as the food-related businesses of the Dole Food Company. Taken together, Castle & Cooke is a diverse enterprise and one of the largest privately held companies in the United States.

That scale and diversity of operations made the complex

Nevertheless, Smith knew the traditional mode of reporting from the department they wanted

“We didn’t know and whiskers of risk management needed a reporting

That meant a right-sized, functional management programs less. And through the up regular reporting the level of experience data gathering

From the outset, OCI technical and support staff guided discussions with the data vendors, including SRS, Zurich, and Liberty Mutual, regarding the data that would be necessary to support the consolidation and reporting project, as well as the process for transmitting the data to OCI. The rest, for Castle & Cooke, was hands-off—an approach that Smith said was beneficial to her and her staff.

Today, Castle & Cooke’s risk management reporting system integrates historical data from five sources, with ongoing updates of data from three of those sources. Additionally, Castle & Cooke’s risk management team has full web-based access to a library of intelligent report wizards which enable them to quickly understand their



ABOUT OCI

OCI is an Information Management Solutions provider that helps companies make better-informed decisions about their employee benefit and management programs.

Using secure web-based applications, a client-centric approach and deep industry experience, our solutions transform data into information and insight, giving our customers the power to increase administrative efficiency, reduce expenditures and improve productivity.

For more information about OCI’s Risk Management Information System, please contact us at 800-487-3718 or at www.oci.com.