

# Discount Tire Drives Business Value with Riskconnect

**Chris Henrichsen, senior vice president of risk management and litigation for Discount Tire Company,** explains how Riskconnect has helped this large and successful retailer improve safety, lower costs, and respond faster to disruptions – so the business can be more successful.



## CHALLENGE

*“We made the choice to bring in an immediate value opportunity – ROI, as the CFO likes to say – where we could associate it with claims management and our claims spend.”*

*“We were able to show immediate savings over what we were paying. That’s how we launched Riskconnect within the organization. But part of the [original] RFP was also looking at the expansion of the platform in the future. Where were we going to have enhancements and other opportunities to integrate it within the organization?”*



## SOLUTION

*“We immediately spun up [Riskconnect] for claims. From there, safety went running with it. We have resilience running on Riskconnect. We also have executive health running on Riskconnect. We have sustainability running on Riskconnect. We have enterprise risk management. We’re looking at third-party risk management. A lot of smaller features of Riskconnect have really helped enhance the system.”*



## RESULT

*“[Riskconnect] has allowed us to bring the data together so that we can share among the organization and bring more relevance to risk management, as well as benefiting the business. Everything we do has to benefit operations. And it really has – especially with the safety and claims mix.”*

*“Those things all tie into the platform for a unified, holistic view. We’ve been able to get information and data out to our stores. And we’re seeing dividends come in the form of reduced TRIR and DART rates.”*

*“If you look at resilience and crisis management, you’ve got to get that information out quickly in a cohesive manner and avoid as much confusion as possible. We can see that will be a big value-add outside of the insurable risk space.”*

*“The other part is with the enterprise risk management information. When we put that into Riskconnect, we can make the information available and tie it together with the resilience program.”*

*“We can react and respond faster, so the business can be more successful.”*



[WATCH THE VIDEO](#)

## ORGANIZATION OVERVIEW

- Retail industry
- \$9.7+ billion in revenue
- 35,000+ employees
- 1,250 stores
- Headquarters in Scottsdale, Ariz.

## RISKCONNECT SOLUTIONS

- RMIS
- Health & Safety
- ERM
- Business Continuity & Resilience

# What he likes best ...

## ABOUT THE SOFTWARE:



*We have this view of everything, whether it's work comp, property damage, nurse case manager information, or anything like that. It's really wonderful.*

*It's just been kind of an easy button for our organization to latch on to and grow.*



## ABOUT RISKONNECT:



*Being with Riskconnect for almost ten years now, I'm just completely blown away by how big the company has grown, but in a responsible and caring manner.*



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## ABOUT RISKONNECT

Riskconnect is the leading integrated risk management software solution provider. Our technology empowers organizations with the ability to anticipate, manage, and respond in real time to strategic and operational risks across the extended enterprise.

More than 2,700 customers across six continents partner with Riskconnect to gain previously unattainable insights that deliver better business outcomes. Riskconnect has more than 1,500 risk management experts in the Americas, Europe, and Asia-Pacific. To learn more, visit [riskconnect.com](http://riskconnect.com).

## INTEGRATED RISK MANAGEMENT SOLUTIONS:

### INSURABLE RISK

- Risk Management Information System
- Claims Management
- Billing
- Policy Administration
- Health & Safety

### ACTIVE RISK MANAGER

### HEALTHCARE RISK & PATIENT SAFETY

### BUSINESS CONTINUITY & RESILIENCE

- Business Continuity Management
- Operational Resilience
- Emergency Notifications
- Crisis Management
- Threat Intelligence

### GOVERNANCE, RISK & COMPLIANCE

- Enterprise Risk Management
- Third-party Risk Management
- Environmental, Social & Governance
- Compliance
- Internal Audit
- Internal Controls Management
- Policy Management
- Project Risk Management
- IT Risk Management
- AI Governance
- Business Strategy