Risk control products and services for the technology industry

Taking Loss Prevention Seriously is Our Business

When a safety problem does not fit into the usual, Travelers Risk Control professionals can help companies address the unusual. We are a global, industry-leading provider of safety services and education, having first established a department of safety engineering in 1904.

Our Risk Control professionals have years of knowledge and experience in the technology industry, including with companies in electronics manufacturing and with providers of technology and telecommunications products and services. Our safety professionals understand this fast-paced business, their common and unique risks and offer a range of risk assessments, education products and services to help address the safety and loss prevention needs of this market.

Taking customers seriously is our mission. Taking loss prevention seriously is our business.

Our scale and breadth

As part of one of the world’s largest insurance groups with more than 750 Risk Control professionals in the United Kingdom, Ireland, Canada, Brazil and the U.S., Travelers Europe brings years of experience to your company, along with a wealth of knowledge about the latest risk control solutions.

Our technology specialists operate throughout Europe, providing knowledge of the European market and a consistent Travelers Risk Control best practices approach to loss prevention. We can also provide global risk control services using our own risk control professionals or via our strategic partners.

Our industry specialisation and depth

The manufacturing of high-tech equipment and devices has exposures above and beyond that of other manufacturing companies particularly due to highly sensitive, precision instrumentation and laboratories. Additionally, information technology and telecommunications service providers have unique exposures different than other service industries as a result of dealing with software, web-based data delivery and network equipment systems.

Travelers Risk Control understands these unique industry distinctions. We are conversant in the technical terminology, enabling us to have meaningful dialogue around risk exposures. In turn, we can offer a range of risk assessments, training and loss prevention consultative services specific to the technology industry.

Clients who work with us tell us they appreciate working with an insurer and safety professionals who understand their business.

Property protection

We have property specialists who understand the unique property exposures and protection requirements of technology risks. Electronic testing, clean room production and computer room protection are among some of the specific areas that pose unique exposures.

Combustible materials and electronics testing

Electronic testing, such as electromagnetic compatibility (EMC) and radio frequency (RF) testing, requires a variety of sophisticated diagnostic equipment and test chambers. Many of these use combustible materials, susceptible to fire and explosion. Additionally, contamination can result in serious downtime and extensive clean-up costs.

Our property specialists have both the knowledge and experience in electronics testing to assist clients in reducing their exposure to loss.

Clean room exposures in electronics manufacturing

High sophistication electronics’ production is conducted within clean room environments. The manufacturing processes can involve a wide variety of hazardous substances, including flammable, toxic and corrosive liquids and gases. Even a small incident can result in significant down time and major cost to decontaminate the clean room. Prevention of loss, therefore, is vital.

Our property specialists are familiar with the electronics manufacturing industry and can assist clients throughout the design of clean rooms, helping identify exposures and recommending controls relating to the selection of materials, air flow management, and fire detection and protection systems.
**Computer room protection**

Computer rooms can contain significant values of mission critical racked equipment that is susceptible to fire, smoke and water damage, as well as power outages and fluctuations. Our property specialists are able to evaluate these risk exposures and provide advice around different controls available.

Case study: Fire detection for a computer data centre

A large European data centre suffered a false alarm on their fire detection system that resulted in accidental discharge of the extinguishing gas. The cost to refill the system was in excess of £100,000.

Our Risk Control specialist identified that the systems installed counteracted each other and would have prevented successful operation of the fire protection system. Changes were made to air flow management and system activation triggering to correct the problem. The root cause of the problem was the result of poor coordination of work completed by different contractors during the build of the data centre. Our advice helped resolve the problem and ensure that future builds followed a more coordinated approach.

**Business interruption**

The technology industry is truly a “global industry,” with component and sub-assemblies manufactured around the world. For some technology companies, even the manufacturing and distribution are “off shore.”

Maintaining quality control and a full understanding of the supply and distribution chains in a global environment are key to business success.

Travelers Risk Control consultants offer detailed business interruption analysis to assist customers in understanding the extent and nature of their exposures.

**Professional indemnity**

Delivering hardware, software and firmware systems to specification, on budget and on time presents risk challenges. We understand the challenges associated with contractual, customer and project management and can evaluate your practices, providing advice based upon industry comparisons and loss experiences.

Case study: Professional indemnity for higher-risk tech business

An insurance broker was having difficulty placing business for a computer software developer whose specialty was developing process control software. Considered high risk, some insurance companies are reluctant to cover these businesses.

A Travelers Risk Control professional met with the software developer’s development team and Quality Assurance manager. The consultant took the time to gain a better understanding of the developer’s business and control procedures. As a result, Travelers quoted competitive terms for professional indemnity coverage and the broker placed the business with Travelers.

**Employer’s liability**

With a fast paced business, it is not always easy to monitor and manage health and safety exposures, including changing responsibilities resulting from changes in health and safety law.

Our Risk Control professionals can consult on best employee health and safety practices and offer training to develop your own knowledge and skills.

**Products liability**

For any products manufacturer, adequate time must be given to help ensure that design specifications are sufficiently detailed, fully agreed upon and signed off by customers before work is commenced.

Our Risk Control professionals are knowledgeable in product safety and liability. They have seen many incidents where failure on the part of a company to ensure sufficiently detailed contracts has led to expensive litigation. Our consultants are able to consult on managing product liability exposures and provide guidance for formalised quality assurance standards.

**Loss prevention begins with the Travelers**

By making it our business to know and understand the common and unique risks of the technology industry – from electronics manufacturing to providers of technology and telecommunications products and service – we can deliver loss prevention services that fit your needs.

For more information, visit our website at [travelers.co.uk](http://travelers.co.uk) or contact your Risk Control Consultant.