



2010 SOLUTION PROVIDER MEMBER DIRECTORY



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FROM THE PRESIDENT

Connectivity Through Conversation

By Gregory A. Maciag
President and CEO, ACORD

This directory is a gateway to an impressive range of solutions, from well-established embedded systems to entirely new applications. And they're all worthy of your attention.

No single solution can meet every possible need, so the diversity of solutions offered today—and the flexibility of the suppliers—play a key role in improving the efficiency, reach, and profitability of insurance industry players. The creativity and competitive spirit of the vendor community are powerful engines of change, and we're fortunate to be so well served.

But this directory is more than a listing. It's a way of connecting the people who support our business with those who shape the industry's future. Every organization has its own unique technology landscape and specific goals.

The more vendors understand the perspectives of the customers they serve, the more accurately they can meet emerging needs. This shared knowledge can only come from conversation—and this directory gathers all the best conversation-ists together.

I know the variety of solutions represented in these pages can be overwhelming at times. Practitioners need to make judgments that hold not only for this year but also contribute to the long-term development of the organization.

In other words, what you decide today affects the directions you can take tomorrow, and no one wants to close off potential paths to opportunity.

My experience talking with all these vendors, and seeing their solutions in action in real business settings, convinces me vendors are committed to adding long-term value. Their investment in standards is a strong indicator of their intent.

The growing sophistication of today's insurance industry is also changing the way

different players relate to each other. I see an erosion of the old buyer/seller duality as vendors develop partnerships with each other along the value chain.

"What you decide today affects the directions you can take tomorrow, and no one wants to close off potential paths to opportunity."

— Gregory A. Maciag

More and more, we're becoming engaged in a common enterprise, playing roles that complement each other. I hope this directory provides guidance and inspiration for vendors looking to innovate in the way they deliver value as well as for buyers in search of robust solutions for their businesses.

Solution providers invest in our industry on behalf of us all. Their continuing commitment to providing the best functionality at the best cost produces continual innovation in the marketplace. These pages are testament to our community's restless drive for progress. ■

With almost 40 years of industry experience, more than 30 at ACORD, Greg Maciag has developed a broad knowledge and understanding of the role technology plays in the global insurance market. He joined ACORD in 1977 and served in various roles including vice president of automation, corporate secretary and treasurer, and executive vice president prior to being appointed president in 1994. Greg led the expansion of ACORD to serve the life/annuity segment followed by the merger with WISE in London and Brussels that added global participants focusing on large commercial lines and reinsurance, including the London Market. He was a technology columnist for many years and the author of a book titled *The Business Information Revolution* published in 2005. He is the principal advocate of industry standards, the host of many videos, and publishes a blog linked to the ACORD Web site. Prior to joining ACORD, he held operations and systems positions with Chubb and the National Council on Compensation Insurance, where he began his insurance career after graduating from Upsala College.



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Where Forms and Technology Meet

By Lloyd Chumbley

Vice President, Standards, ACORD

From paper to computer. From snail mail to electronic data. From ACORD's first form release in 1972 to more than 600 standardized forms.

While things have changed, a lot remains the same, and that includes ACORD's commitment to developing and advocating the use of standardized forms and data gathering across the industry. However, the way that this is done has evolved with the times.

The Growth of Forms

The year was 1972. Richard M. Nixon was president. *The Godfather* premiered in movie theaters. One of the first calculators hit the market at just under \$400. And most importantly, the first ACORD form was released.

Since that first year, ACORD forms have grown in many ways. Not only are there more forms today—more than 750—but they cover a wider range of needs from applications and certificates to long-term care and ocean marine. Even today, work continues on new forms for flood, commercial lines, specialty lines, E&S, and much more.

The forms have also grown technologically. In the beginning was paper and it served its purpose well. But times and technology changed. Rather than stacking piles of paper forms, ACORD migrated them to PDFs so that they could be downloaded as needed—forms on demand. You could always have the latest versions while you saved room and money.

Next came ACORD fillable forms. Instead of paper, you could complete the form on a personal computer, fill in the fields, and then print, fax, or e-mail the completed document. That led to the embedding of ACORD fillable forms in commercially available software so you could input the data or reuse data already in the system.

These steps led to an even greater technological innovation—eForms. This broadened the focus to include how software

programs use ACORD forms to ensure users always had the latest versions.

Today, Technology Meets Forms

Architecture is the backbone of today's eForms implementations. That's why ACORD kicked off the eForms Architecture Working Group. The group's mission is to define this next generation of ACORD forms technology.

The goal is to make issues easier to deal with for everyone involved in the design and development of systems—for their own companies or as solution providers—to map data and update forms quickly, easily, and accurately. Today, the working group is reviewing and refining the specifications, for this project.

“Over the last 12 months we have seen an explosion in these groups, which can be attributed to the ease of implementation from eForms.”

— Lloyd Chumbley

This group is a home for the techies who are working toward this goal, and they are always looking for new participants who can share their experiences and knowledge. All ACORD members should get involved whether you work for a solution provider, a carrier, or for any other company involved in this kind of development.

The key to this entire technological enhancement is eLabeling.

eLabels provide developers and integrators consistent mapping as well as XML data extraction capabilities. It also makes it faster and easier to incorporate updated forms, since the eLabels stay the same. That means end users will get the latest filed-forms versions faster than ever before.

The easier it is, the more people will

implement. And the more implementations, the better the communication will be across the industry.

Under Construction

Of course, ACORD forms are insurance forms, and in fact, we have many working groups focused on the business content of these forms including flood forms, commercial lines forms, and specialty lines forms. Over the last 12 months we have seen an explosion in these groups, which can be attributed to the ease of implementation from eForms.

If a broker can get the forms a lot quicker, why not put some time in the development of new forms? And that is what is happening. ■

Lloyd Chumbley leads standards development and implementation activities at ACORD and is responsible for managing all domain development. Working closely with



members and drawing on both business and technological expertise, he is instrumental in bridging the gap between development and deployment of the standards.

Lloyd is a frequent speaker at events around the globe, sharing his hands-on experience with data standards. Lloyd began at ACORD as the life and annuity program manager and spearheaded several ACORD initiatives. Prior to joining ACORD, Lloyd served as chief technology officer for Insurance Technologies and was instrumental in the construction of the ForeSight illustration software. His experience involves software development, systems architecture, database administration, and communications expertise in healthcare, life insurance, and P&C insurance.

Something to Talk About

By Cal Durland, CPCU

Market Development Manager, PCS & AUGIE Facilitator

Communicating about how we as an industry communicate data. It's at the very core of what we're working toward today at ACORD, at AUGIE, and with our current Campaign for Real Time and Downloads (Personal and Commercial).

How can insurers increase efficiency and accuracy? What can we do to get the data needed when we need it? In what ways can we take advantage of technology to help us all do our jobs better and focus on core issues?

These are the questions that we're all asking no matter what our companies may do or what our specific roles may be. This is exactly why, several times a year, agents, brokers, carriers, and solution providers get together to hold these face-to-face meetings and share perspectives, communicate about issues, and collaborate on solutions.

It's about what we all want, the ways we can get there, and the path forward.

For agents, the issue is getting data, plain and simple. Agents need to be able to serve their customers by having immediate access to information. Time needs to be spent working with customers, writing business, and ensuring quality service, rather than accessing carrier Web sites and typing in data.

On the company/carrier side, it's about improving access and ease of doing business with the agents and brokers they service. The easier it is to work with them, the more business they can write. In a competitive market, every tool in your arsenal needs to be used.

Bringing the pieces together for all are the solution providers who are offering ways to meet these needs and fulfill communication requirements.

Of course, underneath much of it are ACORD standards, helping data flow consistently, accurately, and efficiently.

Communicating about communicating does pay off. When these needs were expressed in the AUGIE Survey and at these meetings, they led to specific actions. Most notably, they gave birth to the Real Time Campaign and Downloads for both personal and commercial lines.

Real Time

Everyone has something to gain with real time. While some think of it as an "agent-thing," it's really about communicating. An agency thrives by writing business, not processing paperwork or waiting for information to be sent in. Real time improves workflow by entering data once into an agency management system and then clicking a button to access information for anything from a quote or billing to a claims inquiry or endorsement. Customers don't want to wait or get call backs, they need it now. This is part of the "now."

"If carriers can provide answers and data faster, more efficiently, and easier, then they have a better chance of writing the business."

— Cal Durland

Being competitive and improving ease of doing business has been a motivating factor for carriers. If carriers can provide answers and data faster, more efficiently, and easier, then they have a better chance of writing the business. It's a fast-paced world, and everyone needs it immediately.

To all the solution providers, if you've got the functionality already available in the system, make sure your customers know. Tell them how it can help them and get it implemented.

Download

Personal and commercial lines download were two other ways that agents, carriers, and solution providers are working together in order to improve workflow. Download, for those not already implementing and using it, is moving customer policy data from an insurer to the agent or broker management system. It eliminates the need to go up to an individual carrier's site to get information,

since it's now all contained in one place.

Obviously, agents have been the biggest advocates of this. It's data vs. Web site, and in this case, the Web loses. As someone put it at a recent meeting, that person wants data, not pretty pictures. It's also proven to be a selling point for carriers seeking more business.

People are Talking

All parties are talking, and by doing so, they're working together to solve problems. They're hearing each other's positions and perspectives. They are learning what can be done today and what will take some time. They are learning about pain points and collaborating on finding solutions. But it all starts with communication and talking, such as during ACORD carrier meetings and at AUGIE meetings.

People are talking, and you should be, too. ■

Carolyn "Cal" Durland has worked in the insurance industry since 1980 as a commercial underwriter, a broker, and since 1990, at ACORD, the industry's nonprofit standards development organization.



In her role as the ACORD facilitator for AUGIE (ACORD-User Group Information Exchange), Cal works with the various management system user groups, independent agents, carriers, and vendors to address technology and workflow opportunities. In addition, she works with many property and casualty and surety communities to help them understand the business value of working with the ACORD Framework, data standards, and forms. Cal is also an advocate for the Real Time Campaign (www.getreal-time.org). She received her CPCU designation in 1989 and is a member of the Society of CPCU and Westchester CPCU Chapter Board.

ACORD Members Are Market Changers

By Alan Stitzer

Program Manager, RLC, ACORD

It's no secret that ACORD standards continue to spread around the world. Anyone familiar with us knows that our members come from a large number of countries, both life and non-life, and include companies and solution providers of all sizes. From the Carolinas to Cape Town and from Seattle to Sydney, organizations see how implementation can make a positive impact on how they do business.

There are times, however, that an entire market moves as one to ACORD standards to solve problems. Two examples of how markets recognized the benefits of ACORD standards and how they not only solved a current need but will continue to improve data communication well into the future with ACORD are Australia and South Africa.

Australia

A major initiative began in Australia in 2008 when ACORD held a one-day seminar in Sydney to introduce the market to ACORD, ACORD standards, and how the standards would support their efforts. That was immediately followed by the formation of an Australian Advisory Committee made up of representatives of leading Australian insurance companies and brokers. Their mission is to oversee all of these efforts and help set priorities for the standardization efforts.

"Insurance is often accused of lagging the banking industry around the efficiency of information flow. This is an important milestone to help close that gap," stated Steve Coles, CIO, Allianz, and chair of the ACORD Australia Advisory Committee on the formation of the committee.

One of the first things the committee did was help form two ACORD Working Groups focused on the development of standards. The Australia Architecture Working Group focused on message architecture and design philosophy that meet not only the needs of the Australian business market but ACORD global design issues, as well. At the same time, the Australia Business Working Group is looking at the placement process and forms.

Months of hard work by members led to the August 2009 vote by ACORD's Australian members where they officially adopted the placement messages using the ACORD Messaging Library (AML) as the data standard for use within the Australian insurance market. This was a major advance in standardizing data within the industry there and makes Australia one of the first markets to adopt and implement AML.

"Their successes so far are impressive and show just how much can be done with everyone working together."

— Alan Stitzer

They began by implementing professional indemnity content that includes quote, bind, and close transactions for new business, renewal, endorsement, cancellation, and reinstatement processing. They're also planning on using the ACORD Web Services Profile (AWSP) standard as their guideline for implementing a messaging framework based on the cross-industry Web service standards.

South Africa

Over the past two years, ACORD has been working with members in South Africa as they began to move toward ACORD standards. In 2009, the Financial Intermediaries Association of Southern Africa (FIA) became members of ACORD to find better ways to share data within the market. The FIA currently represents more or less 16,000 financial intermediaries.

Their brokers handle a great deal of data every day, and their goal was to find ways to increase efficiency and to meet their regulatory requirements.

The pace of activity accelerated recently when the South African insurance market kicked off development to meet those new regulatory needs. They began immediately on standardized definitions for the exchange of risk detail between brokers and

insurers by using the ACORD Messaging Library Architecture.

A South African ACORD Working Group was formed in January 2010 to handle this, and it expects to have its first deliverables available shortly. But that's just the first stage, and more is on the way. Once the immediate need is met, work is planned for standardizing claims processing and placement of commercial lines.

Standards for All

Today, these two markets are working hard and moving ahead with the implementation of ACORD standards. Their successes so far are impressive and show just how much can be done with everyone working together. ■

Alan Stitzer is a program manager for ACORD focusing on international activities and the development of the ACORD Messaging Library (AML) as well as supporting development efforts in



the property/casualty and surety (PCS) and the reinsurance and large commercial (RLC) domains. Having worked for ACORD earlier in his career on Property & Casualty/Surety Version 1, he went to Marsh Inc. where he continued his association with ACORD serving as chair on various working groups as well as serving on the P&C Steering Committee. He has also worked with OASIS and UN/CEFACT on core components, where he was one of the original team, as well as serving as editor for the core component technical specification. He served as chair of the Main Harmonisation project within the Harmonisation Working Group. Alan's previous experience includes Continental Insurance as a programmer on the Direct Bill System as well as work in retail, direct marketing, brokerage, banking, and other insurance companies.



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Program Member: L&A

McCamish Systems is a premier provider of BPO services to the life insurance industry. McCamish services include the fulfillment of agent licensing and appointments, agent compensation, new business fulfillment, and policy administration. McCamish also provides 409A-compliant non-qualified benefit plan design platforms and 401(k) administration services to the retirement services industries.

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The mission of MFX is to bring advanced technology and services to the insurance marketplace that emphasize our industry experience, flexibility, and worldwide presence and allow clients to leverage these capabilities to realize cost savings. We seek to assist client companies achieve benefits from faster-to-market solutions while gaining from economies of scale. MFX provides the skills required by client companies with a team that blends market knowledge and technical skills to form a one-stop-shop. MFX looks to develop long-term relationships to adapt these skills to individual client requirements.

MIB Inc.

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MIB Inc. is the premier provider of fraud detection information for individually underwritten life, disability income, long-term care, and critical illness insurance. MIB member companies rely on its Checking Service for the fast, secure aggregation and exchange of data to combat fraud, improve underwriting effectiveness, and increase product line profitability while ensuring fair pricing for all applicants.

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Microsoft Financial Services provides software that helps financial firms transform the customer, employee, and operations experience so they can maximize opportunities for increased market share and profitability. Microsoft software helps empower people and IT staff within financial firms and across key focus areas such as the insurance value chain solutions, advisor platforms, channel renewal, enterprise risk management and compliance, and payments. Through a combination of Microsoft- and partner-

provided solutions, customers enable their employees to turn data into insight, transform ideas into action, and turn change into opportunity.

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Consulting. Solutions. Partnership. Three words concisely summarize our core business offering: all-embracing client support. We at MSG Systems work in close partnership with our clients from the initial consultation right through to the delivery and support of the executable system. We blend technological expertise with detailed industry knowledge to develop and deliver your optimal system solution. Our solutions include the development of complex and individually designed application systems as well as the development of standard software for the automotive, financial services, healthcare, and insurance industries. As an accomplished system integrator, we ensure the smooth interaction of all system components.

NetRate Systems Inc.

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NetRate Systems Inc. provides ISO-based commercial lines rating systems, primarily in the carrier and MGA market space. NetRate's mission is to provide the optimum quality of product and service in implementing world-class desktop and online rating systems.

NIIT Technologies

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NIIT Technologies is a global IT solutions organization offering specialized solutions to the insurance industry in the areas of management consulting, systems consulting, software services, business process outsourcing, and training services. We combine extensive industry experience with a superior range of technology skills that help companies in the insurance industry improve their bottom line. Utilizing a framework of proven technology and our domain expertise, NIIT Technologies delivers specialized solutions targeting your specific business needs.

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Since 1982, North American Software Associates Inc. has been responding to the needs of independent insurance agencies across the nation. This has allowed us to create a full-featured agency automation system that has helped hundreds of agencies enhance productivity. Today Eclipse creatively blends this practicality with state-of-the-art technology and the easy-to-use capabilities of Microsoft's 2000, 2003, XP, or Vista.

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NxTech provides a total agency-company interface solution, translating ACORD XML and AL3; providing download and real-time solutions (including agency portals); interfacing with carriers, vendors, and MGAs through industry-managed delivery systems, Web services, and databases; and providing the P&C insurance industry expertise to understand how these components fit together.

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Oceanwide Inc. is dedicated to being the leading provider of hosted insurance software solutions and distribution systems for the global insurance industry. Oceanwide has developed a comprehensive, multilingual, Internet-based software platform that automates and manages all aspects of distribution, policy administration, and client servicing. The Genoa insurance system is a unique application that promotes real-time collaboration between insurers, brokers, other insurance distribution partners, claim settling agents, and insured clients within a single hosted application to offer significant operational efficiencies, cost reductions, and online distribution opportunities. The system is completely browser-based and is structured with a flexible core application that can be easily customized to the varied needs of different companies. The application is continuously evolving based on direction from its licensees, with expanded functionality and other

enhancements added to the core application on a regular basis.

Oceanwide looks for niche market opportunities that offer each company in the supply chain a significant cost savings through the use of collaborative Internet-based technology. Oceanwide has developed flexible, scalable solutions that can be easily customized to the specific operational needs of its clients and offers them on a fully hosted, software-on-demand basis from its secure data centers in combination with world-class implementation and ongoing support services.

In striving to provide comprehensive end-to-end solutions, all of Oceanwide's software is engineered to be delivered through its customers' own branded Web sites and to interface seamlessly with existing and emerging technologies through a robust integration infrastructure, support for industry standards, and a variety of do-it-yourself tools.

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OneShield Inc. is the developer of OneShield Dragon, an innovatively modern, rules-and-tools-based, data-driven policy management suite for personal, commercial, and specialty lines for the property/casualty market. Dragon's highly configurable toolset enables customers to configure all components by combining a defined standards-based business process with Web-enabled components including underwriting, rating, workflow, compliance management, CRM, and policy administration. With Dragon, insurance organizations deploy new products faster and manage their business more efficiently. Dragon offers carriers one platform that provides: functionality related to all carrier-specific policy sales and servicing transactions; customization and extensibility via tools, not programming; easy integration with existing legacy and third-party systems; a single, central source of change management; and consistent framework for development.

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OpenGambit was established with a mission to develop a suite of products and services that meet the unique needs of managing general agents and insurance carriers. Privately owned and operated, OpenGambit focuses on delivering high-value products and solutions to our clients.

Oracle Corporation

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Oracle believes insurers should be able to leverage technology to help transform their business. Oracle Insurance provides adaptive, rules-driven systems that let insurance companies easily change business processes as their business needs change. This positions insurers to respond readily to dynamic market conditions and take advantage of new opportunities as they arise.
More than 2,000 insurance customers worldwide, including 20 of the top 20 insurance companies, benefit from Oracle Insurance applications. For more information on Oracle Insurance, please visit www.oracle.com/insurance, contact us by e-mail at insurance_ww@oracle.com, or call 1-800-735-6620 to speak to an Oracle Insurance representative.

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Patni Computer Systems (NYSE: PTI) is a global IT services provider servicing the insurance industry. Our IT consulting and software solutions span a range of insurance lines of business including life, annuities, health, property/casualty, and reinsurance. Patni increases the effectiveness and efficiency of insurers' operations through a unique combination of deep and broad insurance domain expertise, process excellence, and flexible, personalized service. With a track record of supporting more than 20 million life and retirement policies and more than 12 million claims transactions annually, we have a demonstrable ability to reduce operational expenses and shorten time to market for new products and services.

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PDMA Inc. is an insurance software and services company based in Indianapolis, Ind. PDMA's LifePRO product is the premier .NET solution for life, health, and annuity administration. LifePRO is a real-time system that utilizes relational database technologies and an extremely flexible product rules engine. PDMA provides a wide variety of consulting services including system integration, Web development, and ASP arrangements.

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Perspective Technologies is a leading supplier of specialist IT services to the insurance industry. We offer application design, construction, support, and consultancy services primarily to the London and North American insurance markets. Perspective has extensive experience in designing, building, and maintaining insurance systems. We bring a wealth of experience at all stages of the IT project life cycle, from project definition through to implementation. Perspective is a technology-driven company. We are expert in enterprise Java, various database management systems, data migration, Web services, XML, Web security, Web authoring, and content management tools as well as client/server and legacy technologies.

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PilotFish offers the only insurance-specific integration software that enables the implementation of ACORD standards in 1/10th the time previously possible. Predeveloped interface bundles are available for all ACORD, DTCC, and IRI (NAVA) messages. Visit the ACORD Web site, members' area, Implementation, and click on Third-Party Tools to learn about PilotFish Technology's XCS eiConsole for ACORD, free to members.

Prima Solutions

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Prima Solutions provides a standard-based software framework to support incremental transformation of existing insurance IT systems into service-oriented applications. Founded in 2000, Prima Solutions operates globally from offices in Paris, Chicago, and Tokyo. In May 2008, Prima Solutions donated its Insurance Reference Model to ACORD so it can serve as the foundation for the ACORD Information Model, which is to be released by June 2009. Prima Solutions has more than 20 customers and 40 implementations worldwide using its Insurance Reference Model. Because of this unique experience and expertise, Prima Solutions is the leading provider

of support and tailored software tools for any insurance organization that needs to leverage the ACORD Information Model.

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Priority Data Systems has been an automation leader in the property/casualty insurance industry since 1979, providing comparative and proprietary rating solutions to agents and carriers since 1984 with customer-oriented services and carefully engineered products. Priority's strong belief in service to the customer through accuracy and quality are evident in the development and support of its products, which are designed to improve the productivity and profitability of its customers.

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Progress Software Corporation (NASDAQ: PRGS) provides application infrastructure software for the development, deployment, integration, and management of business applications. Our goal is to maximize the benefits of information technology while minimizing its complexity and total cost of ownership. Today the company has more than 1,600 employees in 90 countries. Progress is headquartered in Massachusetts and is a worldwide leader in application infrastructure software.

Quotepro

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Quotepro since 1991 has developed software for insurance agents and insurance companies. Our products include: Comparative Rater, Agency Management, and Premium Finance modules. These three modules are also fully integrated in our Quotepro Office Suite. In addition we provide Internet-based connectivity between agents and carriers.

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Rivers Wave Consulting specializes in delivering information integration for insurers. We have a strong track record applying industry best practices, ACORD standards, and our own proven technology to deliver fluid solutions to complex data management issues for re/insurers in North America, the UK, and Europe. Rivers Wave is a recipient of ACORD awards in recognition of our expertise using ACORD standards to underpin integration.

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ROOM is a leading supplier of IT solutions and services to non-life commercial re/insurance markets. The breadth and depth of our product and service offerings, in combination with our vision and commitment, enable risk carriers to optimize the management and control of their operational efficiency and business-line profitability and respond to major upcoming market-level changes.

ROOM has recently launched ipf3, a framework that combines extensive functionality for managing commercial re/insurance business with powerful systems integration capabilities, a highly modular architecture, and a state-of-the-art user interface. The result is a powerful software platform capable of supporting any commercial re/insurance business model across the globe.

ROOM is part of the global IT provider NIIT Technologies. Our extended offerings include business process management, outsourcing, and application development and maintenance for insurers and reinsurers.

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Salesforce.com is the enterprise cloud computing company for the insurance industry. We provide the technology and tools that are helping the insurance industry drive innovation and collaboration in this rapidly changing market environment. Salesforce.com has revolutionized how companies such as Allianz, Aon, Sampo, and Wells Fargo Insurance Services manage relationships and collaborate with customers and partners across marketing, distribution, underwriting, claims, and support. Our on-demand applications and robust Force.com platform also empower customers to build and deploy powerful customized insurance applications rapidly to gain

competitive advantage and build agility into the enterprise. For more information, please visit www.salesforce.com/industries/financial-services/insurance.jsp, or call 800-NO-SOFTWARE.

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SAS is the leader in business analytics software and services and the largest independent vendor in the business intelligence market. Through innovative solutions delivered within an integrated framework, SAS helps customers at more than 45,000 sites improve performance and deliver value by making better decisions faster. Since 1976, SAS has been giving customers around the world "The Power to Know."

Scyllogis Consulting

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Scyllogis Consulting is a professional services company with specialist expertise in software development, systems integration, and message content that operates solely within the global insurance and reinsurance markets. Our core objectives consist of leveraging the use of both existing and emerging technologies to boost efficiency, decrease costs, improve service levels, and increase the profitability of our clients. We achieve this by focusing on the development and delivery of fully integrated, workflow-enabled systems, delivering future-proof technology and systems integration both within the organization and externally to trading partners. Furthermore, our consultants are especially selected on the basis of having the knowledge and experience necessary to enable them to support our mission of driving efficiencies by eliminating the constant rekeying of the same data throughout the supply chain and within the organization, making straight-through processing a reality.

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Intellect SEEC, a Polaris Group Company, provides insurance solutions that improve business process efficiency in sales, underwriting, claims, and customer

service. Our solutions are rapidly assembled using prebuilt, standards-based SOA components and can be implemented at a fraction of the time and cost of a packaged application.

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Sequel is a leading insurance, reinsurance, and broking software specialist. We deliver powerful, Microsoft-based solutions that are driving the business of world-class (re)insurance carriers and brokers. Our professionalism and expertise in understanding the complexities of the Lloyd's, companies, and global (re)insurance markets is helping our clients overcome their business and technological challenges through our combination of software and services. With a solid track record for delivering "on time and on budget," we develop strong partnerships based on open communication, collaboration, and trust.

Eclipse Annual Accounting is comprehensive accounting solution that delivers a rules-based earnings engine for both insurance and reinsurance. Integrating with Eclipse Underwriting or any other underwriting package, Eclipse Annual Accounting systematically calculates earnings on a movement basis, based on user-defined rules in a robust, transparent, and fully auditable way. Eclipse Annual Accounting replaces spreadsheets and delivers faster production of reports, greater levels of compliance and control, faith in your financial figures, and more time to analyze your performance.

Eclipse Broking is a single, fully integrated, end-to-end, and Web-enabled solution for insurance and reinsurance brokers. Eclipse Broking provides complete support to the entire broking business process from placement and billing through to claims management and accounting and settlement with fast, flexible access to management information. Eclipse Broking delivers significant cost and efficiency benefits through greater streamlining, enhanced client service, and improved transparency across the business.

Eclipse Underwriting is a single, Web-enabled, enterprisewide solution for Lloyd's, companies, and non-bureau carriers. Eclipse Underwriting manages the full life cycle of your entire insurance and reinsurance (inward and outward) business from underwriting and claims management through to accounting and settlement and management information. With proven scalability and integration with other business systems, Eclipse Underwriting delivers powerful, real-time reporting so you can make decisions rapidly and with confidence.

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Silverlake Software LLC creates software that eases implementation of ACORD XML and form standards. Silverlake has participated in the ACORD standards process since the company was founded in 1997 and is an ACORD member.

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At Sircon, our mission is to provide comprehensive solutions for the insurance industry to automate demanding licensing and compliance requirements. No other company serves the producer management needs of the insurance industry and state government regulators. Sircon is in a unique position to use knowledge gained from working with both groups to keep pace with the ever-changing needs of the entire insurance community.

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SOA/EA Consulting is a professional services company providing experienced service-oriented and enterprise architecture professionals to the insurance industry. We specialize in enterprise integration using service-oriented best practices and model-in-the-middle design.

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Special Agent Inc. provides quality insurance agency management software that is affordable and easy to use.

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Offering more than just products, SSP has a proven track record and a commitment to delivery. Twenty of the top 50 global insurers and 30 of the top

50 UK brokers trust SSP to look after their business. With more than 25 years' experience of insurance and financial services and 800 of the most talented IT professionals, SSP is placed perfectly to offer the widest choice of solutions across multiple IT platforms from IBM, Microsoft, or Oracle. SSP has offices in all the key commercial continents and supports more than 45,000 insurance and financial services professionals in more than 50 countries.

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Strategic Insurance Software, LLC (SIS), located in central Ohio, is a proven industry leader with more than a decade of experience dedicated to achieving excellence in insurance technology. SIS provides affordable software solutions, using industry standards combined with the latest technology to assist our clients in streamlining their daily operations. Our excellent reputation of providing all clients with superior service, training, and state-of-the-art automation services allows us to position ourselves as the premier technology solutions provider.

SunGard

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SunGard is one of the world's leading software and IT services companies. SunGard serves more than 25,000 customers in more than 70 countries. SunGard provides software and processing solutions for financial services, higher education, and the public sector. SunGard also provides disaster recovery services, managed IT services, information availability consulting services, and business continuity management software.

With annual revenue exceeding \$5 billion, SunGard is ranked 435 on the Fortune 500 and is the largest privately held business software and services company on the Forbes list of private businesses. Based on information compiled by Datamonitor*, SunGard is the third-largest provider of business applications software after Oracle and SAP. Continuity, Insurance & Risk has recognized SunGard as service provider of the year an unprecedented six times. For more information, please visit SunGard at www.sungard.com.

*January 2009 Technology Vendors Financial Database Tracker <http://www.datamonitor.com>.

Superior Access Insurance Services Inc.

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Welcome to Superior Access, the whole-sale insurance Web site built by insurance professionals for insurance professionals. Superior Access offers its subscribers online access to personal lines, commercial lines, excess surplus lines, and life/health insurance from dozens of top-tier insurance companies in 50 states.

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Superior Mobile Medics delivers nationwide paramedical services for the life insurance industry. Our paramedical services and innovative solutions are geared directly toward the insurance carrier and the BGA. Founded in 1995, our company focus is superior customer service, care, and support. For more than 14 years, SMM has offered nationwide exam coverage from one central location. By having all exams ordered, assigned, and processed through one office, it helps us achieve our ultimate goal of customer satisfaction. Our team in San Diego, Calif., is available for customized account management and will offer quick resolutions. Our business model of offering service from one office is unique for the market and enables superior service, innovation, efficiency, quality, and accountability.

TAI Reinsurance Systems

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Our mission is to be the premier provider of reinsurance administration software solutions and improve the overall quality of self-reporting between ceding and reinsuring companies. This mission includes the ability to validate data and provide facilities to analyze that data both by the ceding and reinsuring companies but most importantly to respond to the needs of our clients.

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Tata Consultancy Services (TCS) is a business/IT solutions provider with a strong focus on consulting, BPO, and IT outsourcing that delivers real results to

global businesses, ensuring a level of certainty no other firm can match. TCS offers an integrated portfolio of services delivered through its unique Global Network Delivery Model, recognized by leading analysts as the benchmark of excellence in software development. We are among the world's leaders in implementing HP, IBM, Microsoft, Oracle, and SAP technologies. TCS's industry work has been recognized by both ACORD and LOMA. TCS is ready to help with any business or IT challenge.

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Terrace offers software for insurance agencies, wholesale brokers, MGAs, benefit brokers, and carriers (upload/download). We understand insurance, and we know that automating insurance, workflow, policy management, claims, billing, accounting, and interface can be a very complex business. Our software is open and flexible, our technology is state of the art, and our approach is old world. No fluff here, just a strong, established team of determined professionals who are driven to do the right thing for each and every client.

Thunderhead

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Thunderhead is one of the world's leading providers of enterprise customer communications management technology. The Thunderhead NOW platform offers unparalleled personalization and multichannel capabilities, empowering organizations to transform business communications into high-performance customer experiences. Based on 100 percent open standards with full support for ACORD XML, Thunderhead NOW enables business users to own the end-to-end process of managing customer communications, delivering efficiencies and cost savings while reducing compliance risk. Thunderhead has quickly established itself as a market leader and is one of the fastest-growing software companies in the world. Clients include insurers such as Allianz, Farmers, Prudential, The Hartford, and RBS.

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TIBCO digitized Wall Street in the '80s with its event-driven "Information Bus" software, which helped make real-time business a strategic differentiator in the '90s. Today, TIBCO's infrastructure software gives customers the ability to constantly innovate by connecting applications and data in a service-oriented architecture, streamlining activities through business process management, and giving people the information and intelligence tools they need to make faster and smarter decisions, what we call "The Power of Now."

Insurers use TIBCO's service-oriented architecture (SOA) and business process management (BPM) software, methodology, and best practices to improve distribution, speed policy acquisition, optimize policy administration, streamline claims processing, and increase customer value.

TIBCO serves more than 4,000 customers around the world with offices in more than 20 countries and an ecosystem of more than 200 partners.

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Our approach is rooted in a proven philosophy about how business and technology work together. Built upon a framework for driving technical innovation forward to face the demands of a dynamically changing market, we have developed a process that completes the cycle, from invention to implementation, while constantly striving to drive down the cost of ownership for our clients. We specialize in insurance broking, reinsurance broking, Internet insurance broking, business intelligence, outward reinsurance, MGA systems, and messaging platform (A&S, ECF, ECF2, eAccounting, LORS CLASS).

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Trace Isys has specialized in the provision of application software and messaging services into the reinsurance and wholesale insurance broking market for 20 years.

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Program Member: P&C/S

TriSystems Limited is the London, UK-based insurance messaging specialists with business and technical experts in peer-to-peer communications in insurance and reinsurance. The products and services are designed to help insurance customers do better business more efficiently by helping them to communicate most effectively using ACORD XML messages. TriSystems Limited brings to the market the technologies that allow disparate insurance systems—be they broking or underwriting—to trade electronically with each other and the experience and expertise needed to implement and run them.

Unirix

259 N. Radnor-Chester Road
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Unirix is the leading low-cost core-processing Software as a Service (SaaS) for policy, billing, and claims. The highly configurable on-demand solution enables insurers, agents, brokers, and intermediaries to create and launch new products rapidly, broaden distribution, and manage the full policy life cycle in real time. Our integrated components deliver straight-through processing, eliminating errors from manual processes and reducing costs. In most cases, Unirix is implemented in 45 to 60 days. It delivers premium growth, cost savings of 30 to 50 percent, improved risk management, and efficient management control across multiple distribution channels. The platform requires no software to install or hardware to buy, dramatically reducing upfront and maintenance costs. Unirix is customizable for any language, currency, and insurance product. Unirix services more than 50 lines of business with 25 currencies in 20 countries on five continents as of January 2010. Unirix is offered by Unirix LLC, a privately held company based in Radnor, Pa., with offices in Hong Kong and Reading, England, and affiliate locations in Beijing, Delhi, and Mumbai.

Value Consulting

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Program Member: L&A

Value Consulting focuses on supporting XML for the insurance industry. As the leading provider for ACORD-related training and consulting, our product neutrality allows us to work with any company to expedite projects involving XML. Founded by Tana Sabatino, who formerly headed up ACORD's standards efforts and was instrumental in much of the success ACORD has had in meeting the challenges of a continuously changing

industry. Anyone implementing ACORD standards will benefit from our unique set of knowledge and perspective.

Vertafore

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Program Member: P&C/S

Vertafore is dedicated to helping independent insurance agencies achieve maximum performance and operational efficiency. The business offers a comprehensive, insurance-specific solution for managing critical business activities, including agency management, rating, benefits, performance management, and carrier connectivity. Vertafore is the only vendor in the industry that offers a fully integrated solution. With more than 150,000 users in more than 15,000 agencies, as well as 600 carrier partners, Vertafore is a proven market leader providing the strategy and scalability to help independent agencies excel now and in the future.

VERTEX Incorporated

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Program Member: L&A

VERTEX Inc. has been in business for 19 years. The company is a technology consulting firm that automates front- and back-office business services for insurance manufacturers and distribution channels by utilizing ACORD's Life and Annuity data standards and leveraging industry-leading technology solution providers. VERTEX is recognized by its growing list of prestigious clients as a highly respected industry leader with high standards, unmatched expertise, and a solid reputation.

Web Connectivity Limited

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Program Member: P&C/S

Web Connectivity provides packaged implementations of ACORD messages, using all versions of the following standards: AMS—ACORD Messaging Service; DRI—Document Repository Interface to allow documents to be sent automatically to external parties; RLC—Reinsurance and Large Commercial for the exchanging of business information between parties. Our multiple award-winning EnabledB2B Gateway is our core product that makes use of these standards. We provide consultancy services in both market reform and the ACORD standards arena, consulting and training to assist companies in developing strategies dealing with the implications of the different messaging initiatives in the various (re)insurance markets.

Xanatek Inc.

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