

For Immediate Release

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Systema Software Earns High Scores in Novarica's Average Customer Experience Ranking

ACE Rankings Illustrate High Customer Satisfaction Among SIMS Claims Customers

Larkspur, CA – April 16, 2013 – [Systema Software](#), a leading provider of [claims administration software](#) and services to the insurance industry, today announced that [SIMS Claims™](#), its next-generation [claims system](#), earned high scores in Novarica's Average Customer Experience (ACE) Ranking.

The [ACE Ranking for SIMS Claims](#) was based on an online survey of senior technology and operational executives at three insurer clients who have direct experience with the [claims system](#) and the company. The ACE Ranking survey asked participants to rank their experience with the vendor and solution in four SOFT areas (Staff, Organization, Functionality, and Technology), as well as additional areas for Overall Customer Satisfaction, which are double-weighted in the average.

[Jose Tribuzio](#), CEO of [Systema Software](#), commented: "The ACE Ranking is an incredible testimony to our strategy. Our mission has always been two fold—to deliver the best [claims solution](#), accompanied by a superior level of support. In this regard, we're thrilled that our clients took the time to provide glowing reviews of our product, staff, company, and service levels. The ACE Ranking is proof that we've been successfully achieving our objectives. Many customers are impressed by the completeness of SIMS in terms of its robust functionality, elegant user experience, and our company's focus on customer service and satisfaction."

The ACE Ranking for SIMS Claims can be viewed at:

http://www.systemasoft.com/pdf/Novarica_ACE_Ranking_2013.pdf

Overall, [SIMS Claims](#) received the following average scores:

- Overall Staff Average: 96
- Overall Organizational Average: 96
- Overall Functionality Average: 96
- Overall Technology Average: 99
- Overall Customer Satisfaction Average: 97

Staff is another key component to Systema Software's success. The team is made up of Big Four consultants, insurance veterans, software developers, and project managers who have in-depth experience in the insurance and [claims software](#) industry.

Brian Mack, vice president of sales and marketing, added, "Our advanced [claims system](#) is complemented by in-depth expertise. Unlike other vendors who outsource key components, we handle all implementation, service, and support in-house. Clients receive guidance from system experts. Our help desk provides personalized communication and prompt turnaround that have helped to garner high praise among our clients. With an [agile implementation](#) process, we expedite the delivery of client requirements and can easily incorporate changes. In the end, our clients reap significant value, benefits, and return of investment from SIMS sooner—and with a greater level of satisfaction."

About Systema Software

[Systema Software](#) provides flexible, comprehensive solutions and services to the insurance industry. Its flagship product, SIMS Claims, is an innovative, browser-based property and casualty claims administration system. Together, our team of Big 4 consulting and industry veterans, experienced software developers, and project managers deliver an architecturally strong enterprise platform, designed for superior speed, scalability, and performance. For more information, visit us online at www.systemasoft.com.

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