

Company Overview

Computer Solutions & Software International, Inc. (CSSI) is a U.S based systems integration and software development firm with 20 years of experience in the following industries:

- Insurance
- Healthcare
- Financial Services

Within these verticals, our service offerings include; Architecture, Application Development and Integration, Application Management, Business Process and Outsourcing. Furthermore, CSSI has a strong culture of quality which is reflected in our CMMi Level 3 rating and internal quality initiatives. CSSI is a **Microsoft Gold Certified Partner**.

CSSI assists clients nationwide by delivering innovative custom and packaged solutions designed for their unique business requirements. We specialize in multi-channel solutions that optimize sales and service processes from a cost and quality perspective. Headquartered in Coconut Creek, Florida, CSSI has a strong North American presence and also operates offices internationally, including a wholly-owned Technology Center in Hyderabad, India.

Our sun rises twice a day

Most folks think that working with a global company means having to work with people in other countries and understanding another language. Leave that to us. Our clients never really see our operations elsewhere, except when receiving quality deliverables, on time, and within budget. You'll work with our U.S. based project team at all times while we look to drive the process using resources wherever necessary.

The process of managing a project across the globe does have its challenges. CSSI has established the right-mix of experienced managers and engineers in creating a seamless environment that works round the clock for your success. Whether it's to serve as a testing center of excellence, a place for extensive research and development, or to design and develop entire business solutions, you can be confident that while you're sleeping, we're still hard at work.

Company Highlights

As a recognized leader in the global software development industry, CSSI has delivered high quality, customized solutions for more than 20 years.

- CSSI provides services for clients with operations worldwide and with our own international presence. We offer around the clock availability to our clients.
- CSSI solutions are crafted from a comprehensive array of technology and business assets to provide the greatest possible value to clients.
- With over 150 employees, CSSI supports a large and diverse client base.
- Over 80% of all CSSI technology staff holds a Masters Degree in Computer Science.
- CSSI works with some of the largest and most well known insurance companies in the country.
- CSSI has delivered more than 200 successful projects to our customers.
- CSSI's subject matter experts are as experienced as any in the business today.

Technology Partners

CSSI views our partnerships and alliances as contributing to our capabilities as well as growing our organization. Whether it's our continued understanding of our partners' solutions or being able to choose from the best and brightest new talent, we're always looking to improve ourselves and push the envelope just a little farther.

Business Partners:

- Microsoft Gold Certified Partner
- Oracle Business Partner
- IBM Business Partner

Awards

- Microsoft Gulf States Partner of the Year 2004-2005
- Microsoft Gulf States ISV Leadership Award 2006
- Inc. 5000 Honoree 2009
- Microsoft Health Plan Partner of the Year 2010
- Inc. 5000 Honoree 2010



Management Team

Stephen A. Bruno - President, CEO

Mr. Bruno is well known for his expertise in systems design, development and integration, intelligent systems, neural networks and data warehousing. A technology innovator with over 20 years experience in information systems for the insurance and healthcare industries, he has successfully managed multi-million-dollar IS projects and is listed in the "International Who's Who in Information Technology". Stephen created and launched Florida's statewide data warehousing system for Alzheimer's research, the first and only such system in the United States. He received a Florida's Finest Humanitarian Award given by the Governor for his efforts.

Dr. Melvin N. Lechner - Chairman

The driving force behind CSSI's business concentration, Dr. Lechner brings an invaluable diversity of experience and accomplishments to our capabilities. He has served as Naval Intelligence Officer, CFO Deputy Comptroller and Budget Director of New York City, Manager at Arthur Andersen, and Manager of a \$7.5 billion pension fund. Dr. Lechner has also served as chairman or director of more than three dozen public and private companies in fields encompassing health, finance, insurance, manufacturing, and transportation.

Abhinav Dave - Executive Vice President

Mr. Dave is accountable for day-to-day management of CSSI's edengineering operations. He has been a member of the company for eight years and part of the core management team for over six. He has been involved in virtually every project and product at various levels, within numerous vertical industries. Prior to joining CSSI, Abhinav served as a project engineer for IBM and ABB. He holds a Bachelor's in Instrumentation and Control Engineering from Gujarat University, India and a Masters in Computer Engineering from Florida Atlantic University.

Joseph Westlake - Vice President of Corporate Strategy

Mr. Westlake joined CSSI in 2006, bringing with him a wealth of technology industry experience after having served ten years in management-level positions at Microsoft Corporation. Joseph worked in Microsoft's Retail, Xbox, MSN, and Information Worker divisions, and was awarded one of the company's most prestigious designations. As a recognized technology industry speaker, he has presented to more than 60,000 attendees at events such as Comdex, Convergence and Retail Week. He has also consulted with retail giants Wal-Mart, Best Buy and Office Depot to drive increased sales performance for their outlets. Mr. Westlake is a Microsoft Certified Systems Engineer and Master Instructor.

Sekhar Babu Madala – Director of Technology Operations

Mr. Madala is accountable for CSSI's India operations in Hyderabad, and has been a team member at CSSI for more than eight years. Sekhar is the driving force behind the technical architecture for all the projects and products from our India operations. He plays a crucial role in the success and growth of this team, managing roles as diverse as personnel recruitment and technical education. With a strong functional knowledge on healthcare and insurance domains, Sekhar has also gained exposure on various Microsoft technologies with a specialization in RDBMS, CSLA.Net, Content Management Server and Reporting Services. He holds a Masters Degree in Computer Applications from Osmania University in Hyderabad, India.

Roger LaVine – Vice President of Product Development

Mr. LaVine has been with the company since 2007, when he joined as a Practice Manager. In his current role, he ensures that VUE Software products meet the current and anticipated needs of the Insurance Industry. He has a combined 30 years of experience in various roles across the insurance industry, including the P&C, life and health

verticals, as well as for leading software and hardware companies. Mr. LaVine has held such roles as Finance Director, Vice President of Sales Reporting, Organizational Consultant, Chief of Research and Development, Account Executive and Industry Analyst. He holds a bachelor's degree in both Management and Psychology, and is currently pursuing his Doctorate degree in Psychology.

Industry Expertise

We apply all our knowledge, experience, lessons learned and capabilities acquired to our core competencies catering to the following industries:

- Insurance
- Health Care
- Financial Services

CSSI's competence, capability and leadership meet any challenge with an effective client solution across these verticals. We believe:

Technology isn't an end in itself.

CSSI creates custom solutions that companies feel most comfortable with, in their business environment. CSSI understands that technology is a tool to improve operational efficacy, which directly benefits a company's bottom line. Practical and robust solutions streamline internal processes to boost productivity, improve quality and cut down unwarranted costs.

Enhance competitive edge in a crowded market.

One of CSSI's guiding principles is to help your business be successful. Be it through business intelligence, business process or knowledge management, CSSI is dedicated to creating solutions that help your business achieve its full potential. With its leadership as well-versed in business as they are in technology, CSSI is uniquely qualified to evaluate and design innovative solutions that blend into the existing process.

How we do what we do is why we do it better.

As a mature software development company, CSSI understands the intricacies and realities surrounding the successful implementation and delivery of software projects. Since inception, CSSI has lived by the credo, "All of our work is guaranteed". Once we understand your business and you are delivered a scope of work, we will give you a not-to-exceed price that both of us can take to the bank. The long standing relationships with our clients and repeat projects are a testimony in itself of the quality we deliver.

Insurance Industry

Insurance carriers face an evolving business landscape, stiff competition, rising consumer demands, further-evolving products and services, and a constantly changing regulatory environment.

In response, aggressive carriers look to:

- Cultivate new distribution channels to improve customer service
- Be faster to market than the competition
- Launch innovative products and services
- Remain regulation-compliant.

Existing legacy systems reflecting previous insurance business models often lack the agility necessary to support the current demands of newer business models.

CSSI's VUE Software®

CSSI understands the dynamic changes and the exhaustive system-needs that fill the gaps to meet the changes. With vast experience spanning close to two decades, CSSI launched a suite of best-of-breed insurance solutions under its product line - VUE Software.

Solutions

- Compensation Management
- IncentivePoint
- Producer Portal
- Business Intelligence
- CRM for Insurance
- Benefit Summary Tool
- VUE Producer Onboarding
- VUE Billing & Collection Management
- Wrap-Up Management

Each solution is designed with the sole purpose and intention of enabling insurance organizations to stay ahead in the market across the country.

Benefits

The VUE Software product line delivers agility into your IT enterprise, while seamlessly integrating with your existing systems. VUE Compensation Management, our premier solution, is designed for any insurance organization to effectively calculate the most complex commissions and incentives making a quantifiable impact on the sales behavior. Additionally, each solution equips insurance organizations with the capability to streamline their internal operations and workflows to boost overall productivity. For more information on our Insurance Solutions, visit www.vuesoftware.com

Healthcare Industry

With an ever-increasing demand for services that improve the quality of the patient experience, healthcare practices continue embrace technology that facilitates this goal. From pharmaceutical and medical products providers to health-plans – the entire industry depends on technology to connect information and provide insight on patient's needs.

CSSI's Method

CSSI looks at solutions and responses from around the world to help address the myriad of issues facing the healthcare industry. Our Healthcare practice works with clients to ensure that their patient's needs are at the center of everything they do.

CSSI uses technology to address fundamental issues in the industry such as:

- The rising costs of healthcare
- Digital health initiatives
- Regulatory and transparency goals

Our dedicated consultants, with deep domain expertise, work directly with healthcare organizations to evaluate and build technology solutions. They not only assist you in overcoming technological limitations but also allow you to scale operations depending on the scientific advancement of industry practices

Financial Services

Both consumer needs and compliance requirements are constantly changing. In this rapidly evolving marketplace, financial services companies are faced with a challenge that is two-fold:

- To make constant innovations in systems and platforms
- To improve ROI on in-house application portfolios

Companies need a consistent and agile business process to make frequent changes to cater to the market needs. They need the flexibility to design new products at regular intervals to keep their market share intact.

Role of CSSI

CSSI has over a decade and a half of experience working with financial services companies. With a history of successful executions, CSSI is poised to undertake a variety of challenges as a strategic partner in providing custom developed solutions that effortlessly blend into your business process.



Services Overview

So how can CSSI guarantee its work? It's Simple. To deliver better solutions and best of the services, we devised a better process.

Save Time and Money -“Max Rad®” Methodology

MaxRad® methodology is the next level of Rapid Application Development. MaxRad is based on the Microsoft Solutions Framework (MSF) and the software Capability Maturity Model (CMM). Using these proven methodologies as the foundation, CSSI has built a defined, repeatable and highly adaptable approach that emphasizes innovation, creativity, teamwork and results. Essentially, a total integration of left- and right-brain thinking that produces robust, effective solutions in much less time.

With MaxRad as the blueprint, our software solutions evolve through a defined yet flexible process that looks at the big picture and not just isolated aspects of your business.

CSSI Guarantees:

- Meeting the deadlines promised
- Completing the service for the quoted price
- If something doesn't work the way we said it would - including bugs, for as long as you own the software – we'll fix them at no charge.

For your benefit and to avoid common problems, CSSI:

- Builds in a basic training program for your employees
- Provides generic and specific user manuals
- Creates a model office and an initial help desk/support system, if necessary

For additional, long-term security, CSSI offers support contracts that include:

- Regular software maintenance
- Enhancements
- Upgrades

On time, on budget, guaranteed results. It's probably what you promise your clients. And you can hold us to the same standards.

Custom Solutions

Sometimes, using an off-the-shelf product will not satisfy your business needs. CSSI helps you determine if a customized solution makes sense for you.

CSSI designs, develops, and implements a custom application to meet your individual requirements. CSSI ensures that the new solution integrates with your existing environments allowing you to leverage your investment while taking advantage of technological advancements.



MaxRad® Methodology

CSSI follows its MaxRad® methodology to design and develop business solutions. With extensive background and experience in applications development CSSI focuses both on traditional client-server and newer Web-based systems.

The CSSI team works closely to identify your requirements and select the appropriate technologies for scalability, performance and reliability. To avoid duplication of data, and to track, manage and analyze application testing results and incidents efficiently for Quality Assurance, CSSI uses Incident Track (“ITrack”) in tandem with RAD Manager. This system facilitates the development staff while assigning and completing incidents. It also allows automated emailing of status and summary reports to all team members improving efficiency in the Software Development Life Cycle (SDLC) process.

CSSI Expertise

CSSI helps companies from concept to maintenance, over the entire software development lifecycle that includes:

- Requirements Analysis
- Systems Assessments
- System Design Strategies
- Project Plans
- Specifications and Standards
- Contingency Plans
- Prototyping
- Coding
- Testing
- Data Conversions
- Model Office
- Documentation
- Implementation
- User Training
- Support
- Maintenance



Legacy Migration

The business environment is characterized by rapid change. To keep pace with changes, companies need technology systems to be agile and nimble. Legacy applications are at the heart of many companies' day-to-day operations. But if they fall short of meeting business needs, the impact on the business can be substantial.

Common Issues with Legacy Systems

- Inflexible systems lack capabilities to handle current needs
- Multiple applications written in various languages, often without documentation
- Lack of adequate system support
- Unpredictable performance, leaky security, and data compromise

CSSI Knows Legacy Migration

What about those parts of a solution that are working for your business? When switching cold-turkey to an entirely new system is not appropriate, a combination of migration, rationalization and retention of legacy systems is key to the success of transformation.

At CSSI, **legacy transformation** is a core competency and comes from nearly two decades of applying business understanding to find innovative ways of transforming systems.

- Precise understanding for a practical solution
- A perfect blend of migration, rationalization and retention of legacy systems to reduce cost of migration
- Reduce application downtime
- Increase competitive advantage
- Save substantial amounts of money
- Reduce risks
- Keep up-to-date with the best practices of the industry

Mainframe Migration

We deliver legacy modernization and migration solutions. Our leadership and experience takes the risk out of mainframe migration.

Application Integration

There are numerous difficulties when undertaking a systems integration project. Hardware and software platforms, databases, implementation languages and design philosophies all contribute to a significant challenge in building connected business systems.

Efficient Integration for Flexible Systems

Success depends on making your existing systems flexible. CSSI's diverse technological experience can help. CSSI offers "end-to-end" IT systems integration services including:

- Application Enhancements
- Application Development
- Data Bridges and Pumps
- Interface Engines
- Data Warehouses
- Data Conversions
- Data Management and File Processing

Application Maintenance & Support

The rate of change in technology has increased tenfold. Existing software and systems that serve today's business needs may be incapable of meeting tomorrow's demands.

Continuous Maintenance and Enhancement

Your applications must quickly adapt or evolve to keep pace with changing business needs and advancements in technology. In addition, as your business grows, the demands on existing applications will increase, and you must ensure that they are stable and available when your customers need them.

The CSSI Perspective

CSSI approaches systems rationalization from a business perspective. We target the lowering of the budget needed for maintenance while simultaneously improving application suite performance, responsiveness and lifespan.

CSSI's application maintenance and enhancement programs include:

- Quick turnaround of service and change requests
- Preventive maintenance to forestall problems
- Planned and phased enhancements to improve performance of applications
- Helpdesk and production support for problem and incident management
- All of these are tied to mutually agreed upon SLAs

Benefits with CSSI

CSSI is an organization with the flexibility to tailor our solution engagement to suit your specific needs. CSSI has built an extensive offshore leadership with a well trained, wholly owned team. This speeds up knowledge transfer ensuring that you reap the maximum benefits an offshore development provides without losing control. With CSSI, off shore means an extension of the people you're doing business with here in the states with all the guarantees, safeguards and protections you expect.

This collaborative model delivers four tangible benefits:

- It allows an offshore capability with no customer worries
- Enables the customer to develop process mastery
- Promotes innovation
- Keeps control with the customer

Data Management

Decision makers are at every level of an organization. Local decisions are more immediate and more relevant. The goal of Data Management solutions is to ensure that stakeholders are given accurate information when it is needed.

One of the consequences of implementing new solutions is what to do with your existing information. Conversions can be difficult, time and ultimately determine the success of your new solution.

CSSI's Experience

CSSI has experience building reporting systems solutions, often referred to as "Business Intelligence (BI)". Our experience extends beyond the front-end interface to data warehouses and consolidating and migrating data among database platforms such as SQL Server, Oracle Database, IBM DB2, Informix, and MySQL.

CSSI has extensive experience in conducting data conversions which allow mining, extracting and collecting of data, and reorganizing and repurposing it for evolving new applications and technologies.

CSSI, as Your Partner:

- Works closely with you to establish exacting requirements.
- Assumes all facets of the IT data conversion relieving your in-house resources to focus on central and mission-critical operations of your company.
- Provides an infrastructure for easy and efficient progress of the work till work completion.
- Possesses a successful record of converting databases and files from legacy systems into state-of-the-art databases and data structures.
- Provides a world-class mix of consulting, management, production, and outsourcing services tailored and proportioned to your particular needs.
- Melds its experience with the latest cutting-edge technology.
- Provides the best approaches and the practical advice required to get the job done properly.

We view our job as finished only when your data is delivered and deployed successfully.