

FOR IMMEDIATE RELEASE

## **VUE Compensation Management® is successfully integrated with Microsoft Dynamics CRM**

Coconut Creek, Florida, 5/19/2009 — Computer Solutions and Software International, Inc. (CSSI) today announced the successful integration of VUE Compensation Management® with Microsoft Dynamics CRM. The project of integrating Customer Relationship Management (CRM) and Incentive Compensation Management (ICM), sponsored by Microsoft, provides insurance organizations a single source for managing client relationships, sales processes, and incentive compensation.

“We are incredibly excited to be associated with this project,” said Joseph Westlake, Vice President at CSSI. “Integrating CRM functionality with VUE Compensation Management opens new possibilities to insurers. An insurer or agency can now provide clear, real-time indicators of how an individual’s performance will influence their own goal attainment and compensation. There’s simply no better incentive to a sales or retention team than providing this information integrated throughout the tools they already use to manage the sales process.”

As a prominent member of Microsoft’s Insurance Value Chain (IVC), VUE Software has designed VUE Compensation Management to provide the tools to accommodate any insurance company’s compensation requirements.

“The economic climate demands that businesses derive greater value from their people, processes, and technology,” said Brad Wilson, Microsoft’s General Manager for CRM. “Microsoft Dynamics CRM and VUE Compensation Management provide a unique solution to increase operational agility for insurance organizations. Now, carriers and brokers can leverage automation in sales and marketing processes through a single CRM window with direct real-time visibility of goal attainment and its impact on commission and bonus payouts.”

With this integration, insurance carriers and agencies will see the benefits of direct feedback on sales agents’ performance, from continuing education to retention goals; every agent performance metric can be tracked and reported throughout the system. Lead aging reports can be monitored to show the velocity of an individual or team’s pipeline, and roll-up reports allow the management hierarchy to quickly view their teams members’ performance.


The integration of Dynamics CRM with VUE Compensation Management greatly simplifies the complex insurance sales compensation model. Much of the information needed to calculate incentives and commissions is taken directly from Dynamics CRM. This information is sent instantly to VUE Compensation Management for compensation calculations when a sales lead or opportunity is converted to a customer in Dynamics CRM. The agent and the territory responsible for the sale are also updated in the ICM system. This straight-through processing eliminates the need to manually feed the same information into two different applications, reducing errors and freeing up time to be spent on critical activities. The individual capabilities of CRM and ICM solutions combine in this new integration to dramatically increase sales and marketing effectiveness among insurance organizations.

### **About Microsoft**

Founded in 1975, Microsoft (NASDAQ "MSFT") is the worldwide leader in software, services and solutions that help people and businesses realize their full potential. For more information about Microsoft, please visit [www.microsoft.com](http://www.microsoft.com).

### **About CSSI and VUE Software®**

VUE Software® is the product division of Computer Solutions and Software International (CSSI) dedicated to providing industry-specific business technology solutions to companies in the insurance, healthcare, and construction verticals. Because they are tailored to the needs of these particular industries, our solutions are different from one-size-fits-all performance management and compensation suites such as enterprise incentive management (EIM) and sales performance management (SPM) solutions. VUE Software’s solutions allow companies to manage strategic incentive plans, automate producer administration and organize



complex data and contractor policies, resulting in greater administrative efficiency and improved sales performance. For more information about VUE Software, please call 1.877.4.VUESOFT or visit [www.vuesoftware.com](http://www.vuesoftware.com).

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