



“MAKE THE CONNECTION”

June 30, 2008

Contents:

- 1. Customer Interest Group Conference**
- 2. Customer Services**
- 3. Virginia WC EDI Mandate**
- 4. Hosting Environment Upgrades**
- 5. Product Updates**
- 6. Check and Forms Printing Services**
- 7. Electronic Billing**
- 8. Webcast Sessions**

1. Customer Interest Group Conference

Our 2008 Customer Interest Group Conference will be held at the Lodges at Deer Valley, Park City, Utah starting Tuesday July 29th to Friday August 1st. Deer Valley offers highly rated facilities in a scenic setting. You will find our 2008 Conference Agenda provides a range of varied topics for our customers.

For more details please click on [Annual Customer Interest Group Conference](#)

2. Customer Services

Peak has added staff to its Customer Services Department. Jessica Laughlin, Hannah Smith and Kelly King have joined our staff in Ohio this month. Peak has Carl Garber and Jennifer Behm joining Peak through the Claims Harbor acquisition in April.

Peak has added additional technical resources to our staff. Eifer has 14 resources working on Peak product support and development.

Peak is rolling out its new customer service platform that includes customers reporting via email to the customer support email address which is posted in our GLPI solution for tracking and assignment to Peak's support staff. Peak plans to make the GLPI solution available to customers through Peak's secured Customer Portal that is accessible today via Peak's web site. Plans are to make this service available to customers during the third quarter.



3. Virginia WC EDI Mandate:

Effective 10/1/08, Virginia is mandating EDI reporting. WCIRS has all the Virginia edits in place, for any customers that will need to begin sending EDI to Virginia. Please contact Product Support (866-448-1776 or claimssupport@peakpsi.com) to be set-up for Virginia and begin testing.

A link to the Virginia EDI page and documentation can be found at:
<http://www.vwc.state.va.us/EDI/EDInitiative.html>

4. Hosting Environment Upgrades

Peak continues to enhance and improve our hosting environment to provide a high level of service and availability to our ASP customers. Over the past two months, Peak has made a significant investment in adding new hardware in our hosting environment resulting in increased performance and response time of our applications. In addition, we are in the process of migrating to a fully virtualized environment giving us higher availability, quicker failover response and maximum redundancy in our systems. These infrastructure improvements are coupled with a new suite of monitoring tools that provide up to the second data on all aspects of our environment. We are confident that these enhancements will help us to continue to provide a high quality, reliable service to all of our ASP customers.

5. Product Updates

Risk Envision 4.1

Risk Envision 4.1 General Liability, Automobile and Property modules are currently undergoing production QA review. Our quality assurance review uses a model office approach which replicates a "live workflow environment". Your comments are valuable to us in our RV 4.1 product review. If you would like the opportunity to see RV 4.1, please contact us to arrange a product demonstration.

Claims3

Local check printing functionality is now available in Claims3. This feature allows clients to print checks directly to any local printer that has the capability of printing to check stock, thereby giving clients the flexibility to control payment disbursement from within their organization.

Insurance Solutions 5.0

Our latest generation of *Insurance Solutions* is in full swing and on schedule for a 4th quarter release. IS 5.0 will support a browser-based interface and is built on our IS Elite web services platform. IS 5.0 will maintain a robust functionality for Policy and Claims administration, and will give customers many improvements in workflow, ease of use,



configurability, and administration. We look forward to unveiling IS 5.0 at our annual User Group Conference in July.

Data Transfer Utility (DTU)

DTU 2.0 is scheduled for an early 3rd quarter release. This is a major upgrade from the initial release of the DTU. The next release will contain many improvements to the speed, performance, and usability of the DTU. In addition, the DTU is the baseline for data transfer that is being integrated into all Peak products. The DTU will support data import, extract, mapping, conversion, and translations all through an easy to use, intuitive interface.

6. Check and Forms Printing Services

Peak has teamed up with a national bank for check processing and forms processing services. This service allows customers to have all payments, attachments, and forms processed on an outsourced basis for a fraction of the costs you are paying today.

These services include:

- Accept, process and image all paper invoices, and create an electronic file based on data from those invoices as well as fax invoices you transmit to us
- Electronically route electronic files through your work flow system to your designated approver for action based on business rules you establish and payment decision
- Electronically route matching files for input into your accounting system and release for payment; non-matching files are routed for further review and disposition
- Resulting payment files are created by you and transmitted to us for execution by ACH, wire transfer or check as you designate
- Images and data are stored and available for access and research
- 24-hour, web-based access to the Service through a secure, dedicated portal
- Ability to view payment status, manage your payments and create reports via the web

To learn more about these services contact Shayne Garner at sgarner@peakpsi.com.



7. Electronic Billing

Peak is implementing electronic billing across all product lines beginning July 1, 2008. Peak has been updating its customer contract information to insure this process assists customers in streamlining this process as well as eliminating as much paper as possible. If you have not sent us the email address to direct your electronic billings please send this to hsmith@peakpsi.com.

8. Webcast Sessions

Peak will conduct three webcast sessions on the Workers Compensation Injury Reporting System (WCIRS) and Workers Compensation Electronic Data Interchange Reporting:

Session Agenda:

WCIRS Overview
Product demo
Implementation
Q/A

July 9th 2PM EST. to 3PM EST. Invitation Only

July 16th 2PM EST. to 3PM EST Open Registration (first 20 customers)

IAIABC Release 3 Update

July 23rd 2PM EST. to 3PM EST Open Registration (first 20 customers)

To reserve one of these sessions please email Sarah Abbitt at sabbitt@peakpsi.com to register. Details will be provided once registration is completed. Each session will accommodate twenty users. Registration will be on a first come basis.

Peak offices will be closed in recognition of Independence Day.

You can obtain more information about any of our services and solutions by visiting our web sites at www.peakpsi.com, www.envision-ts.com, and www.eifertech.com.