



“MAKE THE CONNECTION”

May 07, 2007

IS4W Customers

Over the past two and a half years Peak has developed its offshore IT resources to expand its capabilities and resources in support of the IS4W application and other Peak software. Last year Peak formed a new company called Peak & Span Private Limited to utilize offshore IT resources and infrastructure.

Peak is now expanding its customer software support of IS4W by increasing the use of its offshore IS4W resources. Effective on May 14, 2007 all IS4W software maintenance support will be assigned to our offshore IS4W team. Our Hoboken staff will continue to be involved as required to answer questions, address critical software maintenance issues and work on new development.

Peak is growing and has added new IS4W clients this year. There has been a greater demand for new development projects with existing clients. Peak will continue utilization of its onshore IS4W team for new installations, development, product direction, and customer support when needed.

How will this change affect you?

We request customers send all IS4W software maintenance support issues via email to:

Support@peakpsi.com

In your initial e-mail report to us please provide us with the following information:

- **Your organization’s contact person for the reported problem.**
- **A detailed description of the issue you have encountered and / or a copy of error messages.**
- **Indicate on your detailed description a level of impact the issue reported has on your business operations by identifying the problem as a category; 1 = High, 2 = Medium, 3 = Low.**
- **Peak will log the reported customer items in its Internal Tracking System and advise the client of the internal tracking number.**

- **Reported items will be promptly assigned to our offshore IS4W support staff to work with you to resolve the reported issue. The communications coming via email will be with the peak-span.com email addresses from the offshore IS4W team.**
- **Questions, clarifications, and communications regarding the reported problems will come directly from our offshore IS4W team.**
- **Fixes will be sent directly to customers.**
- **Questions can be directed to your currently assigned account manager.**

IS4W Enhancements and Universe Release 10.2

Under the Technical Services Support Agreements & Software Maintenance (TSSA) IS4W clients are entitled to new functionality, and solutions that are developed using Peaks Services Oriented Architecture (SOA) platform. These new functions and solutions are available to all IS4W clients that have an active TSSA agreement with Peak.

Peak undertook the development of SOA platform over one year ago to support customers' investments in legacy systems and to incorporate web services capabilities. In a nutshell this approach allows customers to leverage their IT investments while supporting new business functions and services through this SOA platform. Today this translates into no more unnecessary and costly upgrades to legacy systems.

These new functions and solutions include the following:

- OFAC Compliance Solution
- CompVision Dashboard
- IS Web Data
- The Data Transfer Utility (DTU)
- New Browser based Claims system

Universe has released a new version of the operating system in Release 10.2. What makes this release advantages for Universe and IS4W customers is that it supports the SOA platform. It incorporates new enhancements and supports web services. To obtain more information on Universe 10.2 please feel free to contact Kevin Smith or Joe Pizzigoni.

Peak recommends IS4W clients move to the new Universe 10.2 release. There are no additional license fees for this upgrade.

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, www.peak-span.com and www.mojungle.com.