

ISSI *nsights*

WELCOME TO **ISSInsights**: THE QUARTERLY NEWSLETTER FROM INNOVATIVE SOFTWARE SOLUTIONS, INC.

MOVING TO "THE CLOUD"

From software to data to email, more and more Funds are realizing the advantages of cloud computing. In the simplest terms, cloud computing refers to any server hosted by an off-site, third-party, such as ISSI, with end-user connection via the internet. The end-user experience in a cloud environment is fairly similar, if not identical, to when the server is hosted onsite. The Fund simply connects to the cloud through a secure channel and accesses programs or services, such as email or the ISSI Benefit Administration System, remotely.



Moving to a cloud operating environment can be very easy and has several advantages. For example, ISSI assumes all responsibility for the server support,

maintenance, patches, and upgrades for all clients who are operating in our cloud environment with ISSi-Cloud. With this service, your entire ISSI system is managed at our secure hosting facility, eliminating the need for an ISSI server in your office. The highly-secure ISSi-Cloud hosting facility provides full power, cooling, internet, and telecommunication redundancy, plus 24 x 7 x 365 monitoring and support, to ensure continuous service.

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ISSI'S HOLIDAY RAFFLE RAISES RECORD FUNDS FOR CHARITY

Each December, the Initiatives Committee ("I.C.") hosts a charity raffle during the company's holiday party. This year's raffle raised funds for the Be the Match Foundation, which supports the National Bone Marrow Registry, as well as the Burlington County Chapter of the American Red Cross.

"The raffle has quickly become an integral part of ISSI's holiday celebrations," said Maureen Cannon, who led the team organizing

the event. "The entire process, from selecting the charities to the excitement of the prize drawings, is a great experience."

ISSI supplied the prizes for the raffle, allowing all proceeds from ticket sales to be donated. In addition, the company matched the staff's contributions dollar for dollar. Employees were also allowed to wear jeans to the office any day in December for a five-dollar-per-day contribution. In total, ISSI and the staff

raised a record **\$14,630** to be shared between the selected organizations. "We are very proud of the raffle's success and are honored to support both the Be the Match Foundation and the Red Cross," Maureen concluded.

Since its inception in 2002, the raffle has raised over \$90,000 for charity. All contributions were made by the ISSI staff in memory of our dear friends Miguel Serrano and Helen Medwin.

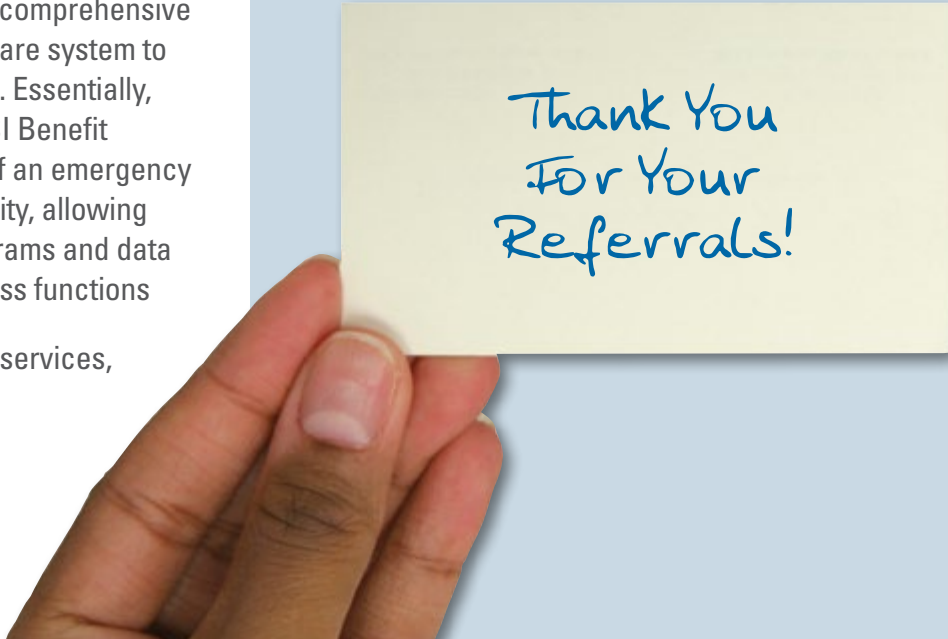
MOVING TO "THE CLOUD"

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Most cloud computing services offer system back-up and disaster contingency provisions as well. As part of ISSI-Cloud, a current replica of your ISSI Benefit Administration System is always accessible and restorable from ISSI's corporate headquarters in Cherry Hill, NJ. This comprehensive program eliminates the need for a spare system to meet disaster planning requirements. Essentially, ISSI serves as a Hot Site for your ISSI Benefit Administration System in the event of an emergency at the Fund Office or the hosting facility, allowing for continued access to critical programs and data needed to perform necessary business functions

For more information on ISSI's cloud services, please contact Bill Wekluk at (856) 910-9190 ext. 307 or BWekluk@ISSIsystems.com

Referrals from our clients and their professional advisors are ISSI's number one source for new business prospects. We appreciate your business and hope that you will recommend our services to others. If you know of a Fund in need of Benefit Administration Software or IT Services, please contact Bill Wekluk at 856-910-9190 ext. 307.



Thank You
For Your
Referrals!

EMPLOYEE SPOTLIGHT: MIKE BENFIELD

Director of Client Services Mike Benfield has been a member of the Client Services Department for eight-and-a-half years, serving as a Client Service Representative and Client Service Manager.

As the newly-appointed Director of Client Services, a position created in August to accommodate the department's expansion, Mike is responsible for the overall management and growth of the Client Services Department. "My job is to make sure our clients are getting the support they deserve in a timely and efficient fashion," Mike

said. He also serves as a mentor for his staff of thirty-six, and growing, and provides additional client support for ISSI's expanding client base.

Though ISSI has nearly doubled in size since Mike joined, he believes the company's team-based approach and careful recruitment policies have helped create a tight-knit workforce. "I feel like we are one big family," Mike said, "And just like family, at the end of the day, we are all here to support each other and our clients."



Mike Benfield, Director of Client Services, holds a B.A. in Psychology from Monmouth University.

ISSI INSIDE LOOK: PENSION PROGRAMMING TEAM



The ISSI Pension Programming Team (from left to right): Ed Lindner, Dennis McCafferty, Ed Davis, and Ron Hatch.
Not Pictured: Don Montgomery and Mike Udchitz.

As ISSI's resident Pension experts, the Pension Programming Team is responsible for all programming relating to the Pension Processing Module. The team, lead by Executive Director of Pension and Mx Operations Ed Davis, analyzes each Fund's Plan Documents and develops custom, Fund-specific programs. In addition, they manage all programming for new pension calculations, as well as pension plan

amendments and Rehabilitation plans. The six-member team also develops programs that assist with Actuarial valuations and gather other Fund-requested data. With over 100 years of combined experience programming for multi-employer Pension Funds, the Team is prepared to handle the challenges facing the industry and each client ISSI serves.

ISSI RECOGNIZES TEAM MEMBERS FOR DEDICATED SERVICE

In December, ISSI celebrated the dedicated service of the following team members:

5 YEARS

Mary Ada, Del Banks, Elizabeth Cox, Sean Gallagher, Jonathan Geist, Jerry Lukach and Dennis McCafferty

10 YEARS

Joe Evans, Ron Hatch, Joe Navidi and Scott Weber

15 YEARS

Matthew Davis

20 YEARS

Paul Angelucci, Karin Berson and Scott Taber

30 YEARS

Ed Davis

Their contributions have been instrumental to ISSI's continued growth and success, and we thank them for their hard work and dedication to our clients.

ISSI*insights* is produced by the Marketing Department of Innovative Software Solutions, Inc. If you would like to contribute stories and ideas, or for more information on the products and services featured in this issue, please contact Kate Lane at klane@ISSIsystems.com or call 856-910-9190.

CLIENT SERVICE CORNER: YEAR-END PROCESSING

By now most Funds have printed and sent tax forms to members, pensioners, and providers. The next step in the year-end process is to e-file with the IRS and various state tax administration agencies. Electronic files must be received by March 31st; however, if your Fund files with ISSI, we will retrieve your tax files from your system and transmit them to the required federal and state tax agencies around the third week of February. If you are not using ISSI to file on your behalf, and will be sending the electronic files yourself, please make sure the appropriate transmitter ID, pin and contact information is entered into the relevant tax sort file programs in your ISSI system. These programs are usually labeled as "Create... Sort File" in your ISSI menus.

A common client question each February is "When do we need to send corrected forms?" A form is only considered 'corrected' when the government has already received the electronic file. If you are using ISSI to file electronically to the government, you have until we retrieve the file from your ISSI system to make any corrections to members' form information before it is considered a corrected



form. Please feel free to check with your client service representative ("CSR") to verify your file retrieval date. If you are self filing, you have until you send the files to the government to make corrections to a member's tax information before it is considered a corrected form.

As always, if you have any questions at all, please feel free to contact your CSR.

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