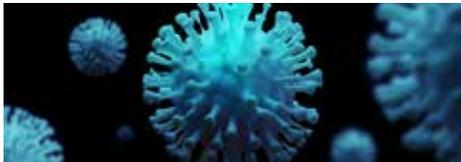


# ISSI *nsights*

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WELCOME TO **ISSI***nsights*: THE NEWSLETTER FROM INNOVATIVE SOFTWARE SOLUTIONS, INC.



## ISSI COVID-19 ACTION PLAN

The situation regarding the COVID-19/coronavirus continues to be very fluid and presents each of our respective organizations with unique challenges and responsibilities. Like you, our primary concern is ensuring the safety and well-being of our co-workers, customers and their families. Towards that end, until further notice, ISSI is taking the following precautions:

1. We will adhere to all directives from the state and federal government regarding travel, working, meetings, etc.
2. We are following the CDC's guidelines and recommending that employees with the ability to work from home do so. Note, the vast majority of ISSI's staff has the ability to work from home.
3. No one with any symptoms of a cold, flu, allergies, fever, or any other coronavirus-like symptoms, is permitted inside ISSI offices at any time.
4. All business related travel is cancelled. Emergency business travel must be approved by the Executive Team.
5. Whenever possible, cancelled business travel should be rescheduled as webinars, conference calls or other remote alternatives.
6. All internal face to face group meetings are to be minimized, held in workspaces that allow for appropriate social distancing, or conducted by phone or alternative remote technology.
7. ISSI's building will remain open only to authorized personnel who do not have any symptoms and are not known to have been exposed-unless directed/requested to close by the state and and/or federal government.
8. The ISSI Users Group Meeting has been postponed one year, until April/May 2021.

Our goal is to provide a safe environment for our staff and do our part to help contain the virus. We will monitor productivity and service levels and do our best to ensure our staff has the resources required to meet our obligations during this unprecedented situation. Other than visits to client sites, we do not anticipate a significant impact on our schedules, support or service levels to our clients.



### INSIDE THIS ISSUE

ISSI Covid-19 Action Plan	1
The Age of the Cloud	2
Educational Webinars	3
ISSI's Holiday Raffle	3
Employee Spotlight	4
ISSI Users Group	4



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## THE AGE OF THE “CLOUD” – WHAT SOLUTION BEST FITS YOUR OPERATION?

ISSI is in the unique position of being able to offer our products and services under two different hardware configurations: “Remote Hosting” at ISSI’s facilities with ISSi-Cloud, or “On-Site hosting” at the Funds’ Office. The application software and functionality are identical under each approach, and the application software is licensed the same way under each approach. ISSI clients have the flexibility of moving from one approach to the other based on changing circumstances and evolving business needs.

### What is ISSi-Cloud?

With ISSi-Cloud, the Funds’ ISSI system is managed at our secure hosting facility, eliminating the need for a physical ISSI server within the Funds’ office. This allows ISSi-Cloud clients to enjoy the speed, stability and efficiencies of a leading-edge Linux operating system without having to purchase and maintain system server hardware.

ISSI assumes the responsibility for the server support, maintenance, patches and upgrades, including the system backup and disaster contingency provisions. Hosted servers are housed in a high-level security Data Center and Colocation Facility, which is protected under 24-hour surveillance, and accessible only by ISSI’s trained staff of IT Network Engineers. All hardware (servers, firewalls, switches, etc.) is owned, operated and maintained by ISSI. All programs and data are migrated onto the remote server to provide a computing environment that is identical to what a user would experience on a Fund-Hosted server. All data is stored on the remote server and backed up daily. Users connect to the remote server’s IP address via an internet connection and a secure Virtual Private Network (VPN).

ISSi-Cloud is a private cloud service, which offers the Funds significant advantages over public cloud hosting. Hosting fees associated with a private cloud are lower than those associated with public offerings. Specific to ISSi-Cloud, this targeted approach allows for direct focus on the ISSI client base, and ultimately, better support. The flexibility associated with a private cloud service allows ISSI to work with each Client to sign and enforce individual Business Associate Agreements provided by each Client, rather than requiring the Funds to sign Business Associate Agreements written and enforced by larger companies providing public cloud hosting.



### Fund-Hosted Server or ISSi-Cloud?

When deciding which solution best fits your operation, it is imperative to compare the associated advantages. ISSi-Cloud shifts server-related responsibility and maintenance from the Fund Office to ISSI. ISSi-Cloud’s secure data hosting center offers multiple layers of security as it relates to the network and physical hosting environment. A Fund-Hosted Server offers complete control (and responsibility) to the Fund Office and gives the Fund Office (or their IT Services provider) full access to server hardware and components. The performance of a Fund-Hosted Server is not bound by Internet speed.

From a cost perspective, over the first five years, the Fund-Hosted Server and ISSi-Cloud Server are very comparable. A Fund-Hosted Server prompts greater initial capital outlay as a result of purchasing the hardware and associated warranties. Ongoing maintenance and warranty costs and replacement cost after five years must also be considered. ISSi-Cloud requires a smaller initial capital outlay, and an on-going monthly hosting support fee. This fee includes the cost of server maintenance and replacement.

In addition to weighing the advantages and associated cost factors, ISSI encourages you to consider the Disaster Contingency Planning implications of each approach.

For more information on ISSi-Cloud, please contact Andrew Devine at (856) 910-9190 ext. 429. or [ADevine@ISSIsystems.com](mailto:ADevine@ISSIsystems.com).

## ISSI'S ANNUAL HOLIDAY RAFFLE RAISES OVER \$13,000 FOR CHARITY

Each December, ISSI's Initiatives Committee ("I.C.") hosts a charity raffle during the company's holiday party. This year's raffle raised funds for the National Foundation for Transplants, whose mission is to remove financial barriers that delay or prevent organ transplantation, and Urban Promise, an organization that focuses on equipping Camden, New Jersey's children and young adults with the skills necessary for academic achievement, life management, spiritual growth and leadership.

"The raffle is an integral part of ISSI's holiday celebrations," said Maureen Cannon, who led the team responsible for 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. In total, ISSI and the staff raised a total of \$13,470 to be shared between the selected organizations. "We are very proud of the raffle's success and are honored to

support both the National Foundation for Transplants and Urban Promise," Maureen concluded.

Since its inception in 2002, the raffle has raised over \$200,000 for charity. All contributions were made by the ISSI staff in memory of our dear friends Miguel Serrano and Helen Medwin.



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### ISSI INSIDE LOOK:

#### ISSI'S EDUCATIONAL WEBINARS: WHAT WOULD YOU LIKE TO SEE?



As part of our dedication to providing ongoing training and support, ISSI continues to offer educational webinars at no additional cost. These webinars are presented by subject-matter experts throughout the company, whose responsibilities align with the materials presented.

Webinar topics to be covered in 2020 include ISSI ULTRA, ISSi-Remit, ISSi-Site, ISSi-Scan, ISSi-Cloud and Year-End Services.

Our goal in presenting these webinars is to provide additional resources for our clients to learn more about topics that will assist with the daily administration of benefits and use of the ISSI system.

If there are topics that you are interested in learning more about, please send your suggestions to Ramona McCants at [rmccants@issisystems.com](mailto:rmccants@issisystems.com).



*Stephen Ferguson,  
Programmer/Analyst,  
holds Bachelor of Statistics  
degree from The  
College of New Jersey*

## **EMPLOYEE SPOTLIGHT: STEPHEN FERGUSON**

Programmer/Analyst, Stephen Ferguson, holds a Bachelor of Statistics degree from The College of New Jersey. He will celebrate seven years working at ISSI this August. Currently, Stephen works as a lead programmer on ISSI's Year-End team handling any issues that arise from year to year with the ISSI software that prints IRS forms for clients and submits official IRS files on behalf of clients.

He is most proud of his work on the Year-End team. The very first year on the team, the ACA (Affordable Care Act) was instituted. With a lot of help from the rest of the team, they were able to incorporate this huge addition to year-end without any major set-backs while meeting and exceeding the expectations of the IRS.

Stephen particularly enjoys the diverse opportunities in his current position. "I enjoy being on multiple projects at one time. Every day may provide a completely different challenge. This also allows me to work closely with multiple people and teams within ISSI and cultivate the friendships I have made in my time working for the company."

Outside of work, Stephen enjoys playing competitive sports. After playing on a basketball team for a few years, he now enjoys playing for a men's soccer team on the weekends.

## **ISSI USERS GROUP 2020 MEETING STATUS**

ISSI Users Group Family,

It saddens me to have to inform you that we will be cancelling the 2020 ISSI Users Group event scheduled for May of 2020.

The coronavirus issue has made it impossible for us to meet. I appreciate all of you that have continued to support us even in the face of this crisis. However, there are just too many that cannot make it to the event with all that is going on. We are working with the Marriot Hotel to try and reschedule the event for next year. We will keep you in the loop as we learn about what new dates are available for us. Thanks again for your tremendous support.

Now, stay safe and keep your elderly safe by not sharing the virus with them.

See you in 2021!!!!

**Jon Baltzell**  
President, ISSI Users Group

