

## For Immediate Release

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## Systema Software Clients Rave about Product Performance and Overall Customer Satisfaction

*SIMS Claims Earns Perfect Scores in Four Categories of Customer Satisfaction*

Larkspur, CA – March 10, 2014 – [Systema Software](#), a leading provider of [claims administration software](#) and services to the insurance industry, earned high scores in the Overall Customer Satisfaction section of Novarica’s [Average Customer Experience](#) (ACE) Ranking.

The [ACE Ranking](#) is based on surveys of [Systema Software](#) customers who have direct experience with [SIMS Claims](#), the company’s flagship [claims system](#). Survey participants ranked Systema and SIMS in four SOFT areas—Staff, Organization, Functionality, and Technology—as well as Overall Customer Satisfaction. In this last category, Systema received perfect scores in the following areas:

- Overall satisfaction with product performance: 100
- Overall satisfaction with vendor relationship management: 100
- I would buy this product again if I had it to do over again: 100
- I would buy other products from this vendor assuming I had a need: 100

[Jose Tribuzio](#), CEO of Systema Software, commented: “We pride ourselves in a strategy of delivering advanced [claims technology](#) coupled with superior support. These scores are proof that we continue to deliver on our goals of product and service excellence. We designed [SIMS Claims](#) to offer extraordinary functionality, extreme flexibility, and an elegant user experience. We’re thrilled to hear that clients are not only happy with SIMS, but they’re also willing to take the time to provide such wonderful feedback on their experience and satisfaction.”

[Brian Mack](#), vice president of sales and marketing, added, “The [ACE Ranking](#) Report provides a trustworthy measure of our performance through our customers’ eyes, and we’re excited to have received such high praise. Over the years, our customers have served as loyal promoters of [Systema Software](#) and [SIMS Claims](#), and helped to drive our phenomenal growth and success in the market. In the Comments section of the report, we were pleased to hear that our customer-focused culture comes across in our day-to-day client interactions. Systema’s in-house experts are dedicated to providing customers with in-depth product knowledge, personalized one-on-one communication, and the specific service and support they need to succeed.”

The ACE Ranking for SIMS Claims can be viewed at:

[http://www.systemasoft.com/pdf/Novarica\\_ACE\\_Ranking\\_2013.pdf](http://www.systemasoft.com/pdf/Novarica_ACE_Ranking_2013.pdf)

### **About Systema Software**

[Systema Software](#) provides flexible, comprehensive solutions and services to the insurance industry. [SIMS Claims](#) is an innovative, award-winning [claims administration system](#), which is highly praised by clients and well recognized by industry experts as a leading claims solution. Together, our team of Big 4 consulting and industry veterans, experienced software developers, and project managers deliver an architecturally strong enterprise platform, designed for superior speed, scalability, and performance. With advanced technology and focused customer service, [Systema Software](#) has experienced phenomenal growth and success, earning high rankings on the national [Inc. 5000](#) and local [Fast 100](#) lists of fastest-growing private companies. For more information, visit us online at [www.systemasoft.com](http://www.systemasoft.com).

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