

For Immediate Release

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Systema Software Selected by ICW Group

SIMS Claims to Streamline Workers' Compensation Claims-Handling, Enhance Information Sharing and Support Company's Excellent Customer Service

Larkspur, Calif. – May 27, 2014 – [Systema Software](#), a leading provider of [claims administration software](#) and services to the insurance industry, today announced that [ICW Group](#), a privately held multiline property and casualty insurance carrier, has selected [SIMS Claims](#)TM to manage its workers' compensation claims.

Amanda Granger, vice president of workers' compensation claims at [ICW Group](#), commented on the drivers behind their search: “Over the past few years, our workers' compensation business has grown, expanding into various states. We needed a new system that was scalable for our continued growth; could manage claims and regulatory requirements across all states; and assist in our endeavor to deliver excellent customer service. With SIMS, we'll be able to optimize the claims management process to achieve the best-possible outcomes for our clients.”

Pam Boutsaboualoy, senior business analyst at [ICW Group](#), noted: “[Systema Software](#) survived our rigorous scorecard selection process. We found [SIMS Claims](#) to be a user-friendly system with out-of-the-box functionality, and seamless integration with other best-of-breed workers' compensation solutions, such as ISO Claims Search. When we saw the initial demo, the workflow within the system synced with how our examiners actually handle claims, and with easy configuration of simple and complex rules, we'll have the flexibility to engineer workflow processes exactly the way we want them.”

ICW Group's IT department appreciates the modern platform, which will make SIMS easy to host and maintain. Utilizing a data warehouse, SIMS provides an open data structure, which will

give ICW Group flexibility and control over its data, confidence in its accuracy and an ability to share greater information with clients. SIMS also stores special claims-handling instructions for various client accounts, which will support ICW Group's commitment to being the carrier of choice among agents and policyholders.

Granger added, "When [Systema Software](#) performed the onsite demo, we saw the passion of their team members. The company has been around long enough that it has earned market credibility and a reputation of having an excellent solution, solid support and staff with in-depth expertise in workers' compensation claims."

[Jose Tribuzio](#), CEO of Systema Software, commented: "We're thrilled to have ICW Group join our client roster. Their team members will find in SIMS a solution that is robust and flexible enough to adapt to their current priorities, changing business needs and continued expansion. [SIMS Claims](#) offers an elegant design and automation tools that enhance examiner productivity, efficiency and focus. Using our agile implementation process, we're excited to work with ICW Group to put SIMS into production, so the company can begin to leverage the system's operational and cost-saving benefits, all accompanied by our superior level of service and support."

About ICW Group

Based in San Diego, [ICW Group](#) Insurance Companies is the largest privately held insurance company domiciled in California. Quoting more than \$3 billion annually, ICW Group represents a group of Property, Auto and Workers' Compensation insurance carriers, including Insurance Company of the West and Explorer Insurance Company. ICW Group is recognized nationally as an industry leader in helping policyholders achieve fewer and less costly claims, and is committed to meeting the needs of its policyholders and elevating the trusted agents and brokers who advise them. More information is available at www.icwgroup.com.

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.

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