

## For Immediate Release

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## Systema Software Wins RAVE Award in Claims Software Category

*SIMS Claims Earns High Scores and Recognition Based on Novarica ACE Rankings*

Larkspur, CA – May 6, 2013 – [Systema Software](#), a leading provider of [claims administration software](#) and services to the insurance industry, today announced that [SIMS Claims](#)<sup>™</sup> has won the [2013 RAVE Award](#) in the claims category.

The RAVE awards are presented by *Tech Decisions* magazine and insurance advisory firm Novarica. The awards are designed to recognize outstanding software and IT service providers based on user responses to an online survey that uses Novarica’s Average Customer Experience (ACE) ranking methodology. Insurance executives were asked to rank their experience with the vendor, staff, product functionality, technology platform, and overall customer satisfaction.

“We congratulate [Systema Software](#) on winning a RAVE award. As a relatively new entrant into the [claims software](#) segment, they quickly established themselves in the sector by obtaining impressive scores from their user community and high rankings in all of the ACE categories,” said Karlyn Carnahan, a principal in Novarica’s insurance practice. “That’s what the RAVE Awards are all about—delivering value to customers.”

“We are thrilled to congratulate [Systema Software](#) on their RAVE Award,” said James Daggett, publisher of *Tech Decisions*. “*Tech Decisions* RAVE Award partnership with Novarica is extremely valuable information for insurance technology decision makers, as the ACE ranking methodology reflects verified customer responses. Congratulations on demonstrating superior value to your customers.”

[Jose Tribuzio](#), CEO of Systema Software, responded: “We are honored that SIMS Claims has received a RAVE Award in the [claims software](#) category, particularly since the award is based on our clients’ responses. We thank our clients for their participation and high scores. Our strategy has always been to deliver to our clients the best [claims solution](#) accompanied by superior support. As a result, we listen closely to client needs, and strive to deliver robust out-of-the-box features and functions to help them achieve optimal performance, productivity, and profitability. We also meet with clients on a regular basis to find out what capabilities they may want and need in the future, and this becomes the basis for ongoing development.”

With [SIMS Claims](#), insurance companies benefit from a modern platform that is defining the next generation in [claims administration software](#). SIMS offers extreme flexibility and an elegant user experience. The system can be modified to support a company’s changing business needs, strategy, growth, and differentiation. Companies leverage SIMS workflow and automation tools to achieve greater efficiency, focus, and savings—all of which translates into significant ROI.

In this fourth annual RAVE Awards, software solutions were recognized across categories that received overall scores of 94 or above out of 100. [SIMS Claims](#) earned the following scores:

- Overall Staff Average: 96
- Overall Organization Average: 96
- Overall Functionality Average: 96
- Overall Technology Average: 99
- Overall Customer Satisfaction Average: 97

The ACE Ranking on 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. Its flagship product, SIMS Claims, is an innovative, browser-based property and casualty claims administration system. 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. For more information, visit us online at [www.systemasoft.com](http://www.systemasoft.com).

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