

ISSI *nsights*

3rd Quarter 2016 | Volume 7, Issue 3

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

ISSI CLIENTS SHARE FEEDBACK ON ULTRA

ISSI Ultra builds and expands upon previous versions, allowing ISSI to incorporate new technology and advance the platform, while maintaining a level of familiarity for system users.

As such, Clients have embraced the comfortable and easy-to-use Ultra platform. Comments include:

"The transition was smooth, and the staff is happy with the upgrade."

"The transition from Mx to Ultra was very smooth. The system is very easy to navigate and does not require a huge learning curve."

Clients are also enthusiastic about the new features and functionality Ultra brings to the ISSI system:

"The users noticed many enhancements with the upgrade... The grids are now an integral part of our use of the system."

"The new Participant Maintenance Screen makes assisting Participants more efficient, because of the flexibility

ISSI *ULTRA*

we had during implementation and the amount of information available."

"Having the ability to scroll through a Participant's entire contribution history instead of only seeing a few records at a time has been a great benefit!"

"[We] really like the new Claims Screens and how all the information is displayed on one page... Case-sensitive data entry is a plus as well, eliminating the need for all CAPS."

ISSI Clients can upgrade to ISSI Ultra with minimal disruption and at minimal cost. ISSI's dedicated Ultra Conversion Team works with your organization every step of the way to ensure a

smooth transition to the new platform. ISSI's Taft Hartley subject-matter expertise and dedication to building and supporting systems designed with the needs of our Clients

in mind is the foundation for all ISSI product development.

For more information on ISSI Ultra, please contact your ISSI Account Executive.

ISSI REPRESENTATIVES TO ATTEND UPCOMING INDUSTRY CONFERENCES

ISSI will exhibit at industry conferences throughout 2016. If you are attending any of the following events, we hope you will stop by our booth and speak with an ISSI representative:

IFEBP's 62nd Annual Employee Benefits Conference

November 13 –16, 2016
Orlando, FL
Booth # 716 / 718

Teamsters Center Services 23rd Annual Health and Welfare Expo

October 14, 2016
New York, NY



IMPLEMENT A PAPERLESS OFFICE WITH ISSi-SCAN

The sheer volume of supporting documents necessary to enroll Members and process benefits can be staggering. Given the space and security constraints present in most Fund Offices, electronic filing offers several advantages over maintaining paper records, including:

- Increased Security
- Increased Office Space
- Increased Efficiency
- Increased Accuracy

ISSI's Imaging, Scanning, and Document Management interface, ISSi-Scan, helps improve end-user accuracy and efficiency by providing electronic versions of supporting documents that pertain directly to the data on-screen in the ISSI System.

ISSi-Scan provides a seamless interface between the ISSI Benefits Administration System and the Funds' scanned document archives, providing faster access to claims files, enrollment forms, and more.

For more information on creating a paperless office, please contact your ISSI Account Executive.



.....
In October, Account Executives Kristen Lucas and Andrew Devine will present an overview of ISSi-Scan as part of ISSI's educational webinar series.
.....

CLIENT SERVICE CORNER: UPCOMING CLIENT SERVICE SURVEY



To help ISSI provide the best possible solutions and Customer support, we would like your feedback. In September, a representative from your organization will receive an email from Vice President Larry Goldstein with a link to the 2016 ISSI Client Satisfaction Survey.

All responses to this electronic survey are anonymous. If you have any issues accessing the e-survey, please contact Kate Lane at KLane@ISSIsystems.com.

Results from prior surveys have guided changes in ISSI's support structure and product offerings. Your feedback is very important to us, and we thank you in advance for taking the time to complete the survey.

ISSInsights 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.

ISSI INSIDE LOOK: PROGRAMMING GROUPS



Director of Programming and Development Paul Angelucci and his Programming Group (from left to right): Tom Hettler, Paul Angelucci, Len Ayzenberg, and Daniel Reid. Not Pictured: Matt Davis.

The ISSI Benefits Administration System is developed and maintained by ISSI's in-house Programming Department, which continues to grow in size and experience. To accommodate the complexities and rapid changes within the Multiemployer industry, ISSI programmers are organized into four groups that specialize and develop subject-matter expertise in specific modules of the ISSI system.

The group featured above, led by Paul Angelucci, Director of Programming and Development, designs and develops programming solutions for ISSI's Claims and Eligibility Modules. The group includes Senior Programmer/Analyst Matt Davis, as well as Programmer/Analysts Tom Hettler, Len Ayzenberg, and Daniel Reid.



Account Executive Andrew Devine majored in Corporate Communications at Penn State with a business focus.

EMPLOYEE SPOTLIGHT: ANDREW DEVINE

ISSI created the Account Executive program to provide an additional level of service for our Clients. Account Executives assess current Customer needs and actively suggest solutions based on industry and technology advancements to improve the day-to-day operations of the Funds.

ISSI now assigns Account Executives to specific Clients, allowing each member of the team to provide more personalized Account Executive-level support.

Prior to joining the program, Account Executives, like Andrew Devine, typically gain experience in the Client Service Department. As a Client Service Representative, Andrew became familiar with the day-to-day challenges facing Administrators and their staff.

As an Account Executive, he is now responsible for providing consultative services to his Clients on a wide array of issues, ranging from legislative initiatives to technology developments within the ISSI suite of products and services.

"As an Account Executive, I enjoy learning the operational environment of each of my Clients and suggesting optimal solutions," Andrew said.

Andrew, along with Account Executive Kristen Lucas, will attend the upcoming IFEBP Conference in Orlando. "I'm looking forward to visiting with Clients and learning more about changes in the industry," he said.

IT CORNER: MITIGATE THE THREAT OF RANSOMWARE WITH ONLINE BACKUPS

Ransomware is on the rise. With just a mouse click, these malicious files can enter your network, encrypt your data, and demand a ransom for the decryption key. Because ransomware utilizes the same encryption technology used to protect data, making it unreadable without the proper security key, victims have two options: pay a fee, often in a virtual currency known as Bitcoin, to decrypt the files or lose the data.

While the threat of ransomware is real and growing, maintaining incremental offsite backups mitigates the risk. After infecting the network, ransomware can remain undetected for days or even weeks, compromising daily backup tapes. Luckily, incremental, historical backups can be used to restore all data prior to the infection.

While the Funds can make incremental backups to tape, saving over backups leaves the Funds vulnerable to ransomware since all tapes could become infected before the malicious files are discovered. As an alternative, the ISSI Disaster Contingency Program ("ISSI-DCP") ensures that a current replica of your ISSI Benefits Administration System is accessible and restorable from a secure off-site location in the event that your office or ISSI server ever became unusable. Five nights a week, your complete ISSI system, including data, menus, and programs, is backed up over a secure broadband internet connection. ISSI retains a rolling fifty-two (52) weeks of the Funds' backup data, minimizing the impact of ransomware.

ISSI-Cloud Clients are already protected by the comprehensive ISSI-DCP service. Clients with onsite servers can contact their Account Executive for additional information on ISSI-DCP.



ISSI Clients Share Feedback	Page 1
on Ultra	
Implement a Paperless Office	Page 2
with ISSI-Scan	
Client Service Corner	Page 2
ISSI Inside Look	Page 3
Employee Spotlight	Page 3

INSIDE THIS ISSUE

Innovative Software Solutions, Inc.
 3000 South Lenola Road
 Maple Shade, NJ 08052
 Phone: 856-910-9190
 Fax: 856-910-9192
www.ISSISystems.com

