

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

STATUS REPORT FROM STEVE WEBB, VICE PRESIDENT

As we approach the end of the second quarter of 2019, we are pleased to report that the momentum has continued for ISSI. Thanks to our clients, we continue to enhance our products, services, support and position in the market.

The ISSI ULTRA Team continues to complete implementations of ISSI ULTRA for our clients. To date, ninety-four clients are operating on the new ULTRA platform, and an additional thirty implementations are currently in progress. The implementation of the ULTRA systems has gone very smoothly and client feedback from the day-to-day use of the system has been great.

In an attempt to be more active, improve training and promote the use of the system, we continue to expand the offerings from the Webinar Team. We have also made a significant commitment to service and support by adding to our staff in both the Client Service and Programming Departments. ISSI currently employs 183 individuals, and our support staff in Client Service and Programming alone nears 108. Five years ago, we numbered 110 employees.

As we continue to grow our staff, we are very proud that this year, we will be celebrating many five, ten, fifteen, twenty, twenty-five and even thirty-year anniversaries within the company. The average ISSI employee has almost 8.5 years of service with ISSI. The subject-matter expertise that our staff has accumulated is unique



within the industry, and along with the support of our clients, remains key to ISSI's success.

I would also like to commend and thank our staff for their dedication to ISSI and our clients. We appreciate all of the work you do and are proud of the progress we have made as a company. We look forward to continued success in the years to come.

As we look forward, 2019 is expected to be a year of continued growth for ISSI. We will be hiring additional staff and welcoming several new clients. In the third quarter, ISSI will launch a redesign of our corporate website, www.ISSIsystems.com. The new customer-centric site will feature enhanced support tools and operate on the next generation of the ISSI-Site platform. We will also continue to focus on improving our day-to-day support, in an effort to exceed client expectations.

Towards that end, we are always interested in your insights and recommendations. We hope that you will feel free to contact us with any questions, comments, suggestions, or requests for assistance.

In closing, I would like to take this opportunity to thank all of our clients. Your patience, confidence, and continued support of our company have driven our success in the industry.

On behalf of everyone at ISSI, thank you again for all of your support. Best wishes for a wonderful 2019!

A handwritten signature in blue ink that reads 'Steve Webb'.

Steve Webb
Vice President, ISSI

ISSI INSIDE LOOK: THE ADMINISTRATIVE TEAM

ISSI's Administrative Team spans several departments and helps keep ISSI running smoothly.

Executive Assistant Maureen Cannon serves as the hub for interdepartmental communications, keeping the staff informed of everything pertaining to ISSI and our clients.

The Accounting staff, led by Controller Tammy Klein, maintains the company's finances. Celeste Campbell, Sharon Gilligan and Cherly Adames maintain the company's accounts receivables and accounts payables.

Mary Beth Imondi, aPHR, heads ISSI's Human Resources Department. In addition to managing all aspects of corporate policies, payroll and employee benefits for ISSI's 183 employees, Mary Beth also functions as Office Manager. She is responsible for office furniture and equipment, building security and maintenance, as well as office renovations.

As the company continues to expand both the staff and client base, Steve Abrams, Senior Manager-Finance is tasked with financial planning, budgeting, and operational analysis.

Ramona McCants is the Administrative Coordinator of the Sales and Marketing Department and plays a vital role as ISSI's point person for the annual ISSI Users Group Meeting. Additional responsibilities include production of the ISSInsights newsletter, management and procurement of ISSI marketing and promotional materials, along with a variety of department responsibilities.

From paychecks to travel arrangements, the entire ISSI staff depends on the Administrative Team's behind-the-scenes support to help provide the best service and support for our clients.



*Back Row: Steve Abrams, Mary Beth Imondi, Sharon Gilligan, Maureen Cannon, Tammy Klein
Front Row: Celeste Campbell, Cherly Adames, Ramona McCants*

CLIENT SERVICE CORNER: HELP DESK FEEDBACK

In addition to a Client's primary support team, ISSI's Help Desk provides an on-demand resource for technical support. Members of the Client Service Department cover rotating, half-day Help Desk shifts, answering questions and responding to Client issues and requests.

The Help Desk staff has access to each Client's primary support and programming teams, and can assist callers with general inquiries, such as password resets, printer issues, and report requests.

As an integral component of the Client Service Support Program, ISSI continues to evaluate and modify Help Desk procedures and policies.

Help Desk Representatives are always available during our normal business hours (8:30AM to 5:00PM EST) and can be reached by calling 856-910-9190.

We would appreciate your candid feedback regarding the Help Desk. Feedback may be submitted directly to Help Desk Manager Kayla Katz at kkatz@ISSIsystems.com.

ISSI USERS GROUP

The ISSI Users Group was formed by self-administered users of the ISSI system. It is a separate entity, not owned by ISSI, and run by a Board of Directors made up of ISSI clients.

The Users Group is instrumental in sharing information about effective system functionality and efficient utilization. It is also a great industry resource and is an excellent way to network and share information with other users of ISSI's software.

Prospective members must apply and be approved to join the Users Group, and an annual membership fee is required. The ISSI Users Group is managed by its President, Jon Baltzell who is assisted by Kimberly Brasiola and Jo Stone.

ISSI works very closely with the group and has supported its efforts to expand and excel in member portal collaboration. A new and exciting web portal was introduced at this year's ISSI Users Group conference. Be on the lookout for additional information regarding the upcoming 2020 Users Group meeting.



ISSI USERS GROUP MEETING

Dates: May 6th–May 8th

Location: Marriott Philadelphia Downtown, 1201 Market Street, Philadelphia, PA 19107

For more information, please contact: jon@pibf.org or jo@pibf.org.



EMPLOYEE SPOTLIGHT: AL BOULTINGHOUSE

Senior Programmer/Analyst Al Boultinghouse will celebrate twenty-two years with ISSI in October. Al credits ISSI's corporate culture for his longevity with the company: "Senior Management treats the employees well. It's a busy atmosphere, but a relaxed one. You're given your work and allowed to go do it. It's a culture where hard work and dedication is rewarded."

As a senior member of the Programming staff, Al works primarily with ISSI's Contributions and COBRA programs. Over the years, he has witnessed the evolution of ISSI's programming requirements. "In many ways, programming requires a lot more technical knowledge today than it did twenty years ago," he said. "The user interfaces have become more intuitive, but the programming required to create them is far more complicated."

What hasn't changed: ISSI's commitment to helping employees build life-long careers. "The positive environment that was in place when I started is still in place today," he said. "We just have five times the work and five times the number of employees."

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Senior Programmer /Analyst Al Boultinghouse holds a bachelor's degree in Management Information Systems from Rowan University and an MBA from Lehigh University.

IT CORNER: MAKING THE TRANSITION TO CLOUD-HOSTED EMAIL WITH MICROSOFT OFFICE 365

In 2015, ISSI made the transition to Microsoft Office 365's cloud-hosted email. After utilizing the tool within our corporate environment, we received positive staff reviews and began assisting Clients migrating to cloud-hosted email.

Cloud-hosted email provides many advantages over PC-based or Exchange Server applications, including:

Increased Access

Employees can access their email anytime, anywhere, from any web-connected device, including smart phones. This tool provides an email component to the Funds' disaster recovery plan, making it possible for Funds' staff and Participants to stay connected in an emergency.

Larger Mailboxes and Attachments

Microsoft Office 365 provides a minimum 50 gigabyte (GB) mailbox for each user and supports the transmission of larger attachment files (up to 25 MB).

Same Security

To ensure data security and HITECH compliance, cloud-hosted email can utilize the same password policies, multi-factor authentication procedures, and encryption tools currently in place at the Funds.



Please contact your Account Executive for further details on how ISSI can facilitate the Funds' transition to Microsoft Office 365 and cloud-hosted email.

ISSI RECOGNIZES THE FOLLOWING TEAM MEMBERS FOR THEIR DEDICATED SERVICE:

5 Years

Malcolm Kallay, Ed Britton, Allison Gonski, Andrew Hollingsworth, Tori Weber, Rebecca Faso, Ellen Turner, Michael Drewes, Ashley Carswell, Stephen Ferguson, Dan Milotta, Mark Cifone, Nick Cocco, Brian Wershonski

10 Years

Edwin Covington, Patrick Sosalski, Kristen Wroble, Jonathan Schafer, Chase Stern

15 Years

Tom Naples, Veeru Manem, Pete Kuzniasz, Michael Benfield, Megan Nettleman, Pam Kelly

20 Years

Larry Goldstein, Celeste Campbell, Josh Segal, Mark Hettler, Mike Sandone

25 Years

Karin Berson, Paul Angelucci, Scott Taber, Jennifer Albero

30 Years

Tom Fritsche

Their contributions have been instrumental to ISSI's continued growth and success, and we thank them for their hard work and dedication to our clients!

ISSInsights is produced by the Marketing Department of Innovative Software Solutions, Inc. If you would like to contribute stories and ideas or attain more information on the products and services featured in this issue, please contact Ramona McCants at rmccants@ISSIsystems.com or call 856-910-9190. Thank you!

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