

“MAKE THE CONNECTION”

September 15, 2006

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1. Customer Interest Group Conference

August 2nd through the 4th Peak Performance and Envision Technology clients enjoyed an educational and relaxing three days at the annual “Customer Interest Group Conference” held at Deer Valley Resort in Park City, UT. The conference consisted of training sessions on IS4W, IS Elite and RiskEnvision as well as the functionality of other products and services Peak provides. Everyone participated in Casino night and activities such as white water rafting, horseback riding, or a day at the spa. Make sure to consider the conference next year! You won’t want to miss it!

Customers have stated they would like more training. Peak demonstrated its new add on approach to training in using web cast “Go To Meeting” sessions. Peak and Envision will conduct two sessions to be held the week of October 9th. The first session will be on IS4W “Queries and Filtering with RecSel” scheduled for **October 10th at 2PM EDT**. The second session will be on Risk Envision Ad Hoc Reporting scheduled for **October 12th at 2PM EDT**. To reserve one of these sessions please email Sarah Isaac at seisaac@peakpsi.com to register. Details will be provided once registration is completed. Each session will accommodate twenty users. Registration will be on a first come bases.

2. Data Transfer Utility (DTU) – NOW AVAILABLE

We are pleased to announce that the Data Transfer Utility (DTU) is available as a stand alone module for customers needing importing and exporting capabilities.

The DTU is a bi-directional data pipe that can seamlessly transport data between two disparate systems. The DTU moves and transposes data from various systems and can operate in real time or batch processing modes. It is an integral part of the IS Elite API allowing legacy systems to interface with IS Elite and all Peak products. The DTU is compatible with any database, flat files, or XML files to transpose the data to the required API format.

The Data Transfer Utility is a module utility of the standard IS Elite installation, but is also offered as a stand alone service module for any solution.

3. Staff

Joe Pizzigoni, Sr. Analyst has rejoined Peak's staff with his over twenty years IT experience and fifteen years supporting IS and IS4W. Joe brings extensive product knowledge and technical skills to broaden Peak's customer support efforts.

Bob Seese, Vice President of Business Solutions, joined Peak this month to head up our training, business/product development, customer service, implementations and web services areas. Bob has over twenty five years experience working for several large insurance carriers leading key operational areas and overseeing several IT projects.

Seth Hammock will be joining Peak October 2 as a software engineer. Seth is a graduate of Auburn University with studies in Computer Sciences and Software Engineering. He has a graduate degree from the University of Wisconsin. He has over five years of software engineering experience supporting a variety of platforms and programming languages. Seth will be one of our lead software engineers to support our new products and our SOA platform.

Alex Michael C J, Chief Architecture of SPAN Infotech, will be spending the next year based out of our Columbus, Ohio office working with our staff on the roll out of several new products. Alex was a key participant in the technical architecture of IS Elite and has been involved with all of our products over the past two years. Alex has upwards of ten years international IT experience.

4. Product Roll Out Schedule

IS Elite version 1.0 is currently available to customers. IS Elite 1.1 is in development with release scheduled for the first quarter of 2007. The latest version of IS Elite will incorporate RV 4.0 (Claims module) into the IS Elite platform as well as Policy Pointe version 2.0 (virtual insurance administration). In addition, our development staff is in the planning stages of IS Elite version 1.2. Version 1.2 plans encompass all of the generic functionality embedded in the IS4W Policy and Accounting subsystems. With the release of IS Elite version 1.2 our current IS4W customers will have the options of eliminating the Universe database and moving fully to Oracle or Microsoft SQL Server.

RiskEnvision 4.0 is scheduled for an October release. The initial release will be for the Workers' Comp. module, followed closely by General Liability and Auto. For those of our customers who attended the Customer Interest Conference last month, great interest was generated for RV 4.0. Some of the highlights of RV 4.0 besides being a full browser based solution are the new Crystal Reports engine, customizable screens, unlimited "Flex Fields", and the RViQ rules engine.

RViQ is the first step in creating a truly cognitive solution of the future. RViQ allows users to define a set of business rules in which a specified change will produce a series of actions. Peak plans to drive this technology to the forefront by developing an epistemic system that observes user processes and decisions, stores and learns the decision making, and carries out activities based on empirical, factual knowledge.

There is a significant amount of interest from our clients in moving to RiskEnvision 4.0. This will require an implementation plan for all that are interested in upgrading. We have begun scheduling 4.0 implementations. The schedule is filling up quickly. Please contact Bob Seese at (614) 344-4648 or bseese@peakpsi.com to get on the schedule.

5. Dedicated Resource Agreements and Technical Services Provider

Peak has offered Dedicated Resource Agreements (DRA) when clients have specific projects that must be completed in a short timeframe (3 to 6 months). This approach allows for a team of specific skilled resources to be assigned to the client for the duration of the project. The assigned resources are specialized in the business analysis areas or in the application that is to be enhanced.

The Technical Service Provider (TSP) approach is more large project oriented that offers a project team with specific experience and skills to be a part of the project team as needed. The TSP approach offers full Information Technology Outsourcing (ITO), Business Processing Outsourcing (BPO) that provides customers with a blended IT rate of offshore and US based resources. This approach allows customers the advantages of using offshore resources at offshore rates while having US Based resources to work directly with the customers and for Peak to manage our offshore resources.

Peak SPAN Private Limited web site is now available www.peak-span.com. Peak-SPAN is a new company formed by Peak this year to offer DRA and TSP services.

6. Web Services

Workers' Comp EDI

We are please to announce that we now offer workers' compensation Electronic Data Interchange (EDI) state compliance filings. We can assist your business in eliminating the costly and inefficient paper reporting processes. Some benefits include:

- Compliance with the States' EDI Reporting Requirements
- Reduced Reporting Costs
- Increased Filing Accuracy
- Timely Updates for State Compliance
- Reduction in Manual Processing and Data Entry
- Elimination of non compliance fines

More and more states are mandating EDI reporting.

OFAC

In an effort to keep our customers up to date with the latest technology in government compliance, Peak is proud to introduce the Office of Foreign Asset Controls (OFAC) web services. OFAC stipulates that all U.S. based businesses must comply with the Department of Treasury's requirements against business transactions with targeted foreign countries, terrorists,



international narcotics traffickers, and individuals engaged in the proliferation of weapons of mass destruction. Peak has integrated a simple solution in which the user will simply enter an individual's name or the name of an organization. Peak's OFAC solution will check the database against Specially Designated Nationals or Blocked Persons. If a match is found, more information is given to define that match as positive or negative.

Peak or Envision customers interested in these services please contact Scott Harper at 801-568-1818 Ext. 220 sharper@envision-ts.com or your account manager.

7. Data Center Operations

PPSI is committed to providing our ASP customers with reliable high quality service. To maintain this commitment we have recently invested in upgrading our hardware for our ASP services. This hardware will be housed in our Qwest Communications datacenter in Columbus, Ohio and will provide a stable foundation on which we can build our services.

In addition, our new data center located in our Columbus, Ohio corporate headquarters is now online and fully operational. Much of our internal IT infrastructure including product development, email, customer support, and administration has moved into this data center. This data center is a cost effective option for client hosting test sites, backups, or disaster redundancy.

You can obtain more information on any of our services and solutions by visiting our web sites at www.peakpsi.com , www.envision-ts.com and www.peak-span.com.