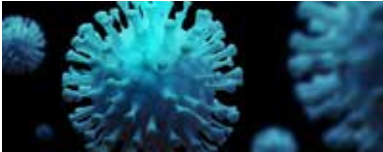


# ISSI *nsights*

2nd Quarter 2020 | Volume 10, Issue 2

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



## ISSI'S COVID-19 RESPONSE

### UPDATE FROM STEVE WEBB, VICE PRESIDENT

On behalf of everyone at ISSI, we hope that all of you and your families have been, and remain healthy during the COVID-19 pandemic. Many people are counting on the Benefit Funds, and the past few months have presented difficult challenges for all of us to stay healthy and continue to work as efficiently and effectively as possible. Towards that end, we would like to thank you for your patience and continued support as we transitioned to a new operating model during the pandemic. This new, and hopefully temporary, model is based largely on ISSI's Disaster Contingency Plan ("DCP"), which was developed and prepared in advance, for use in the event of a disaster. Typical disasters for which we plan involve the usual situations like fire, flood, and power outages. We have to admit that "pandemic" was not a word we regularly used before a couple of months ago. However, the situation COVID-19 presented – an inability to go into the office and work as usual, was consistent with the other disasters we contemplated. Having a detailed DCP in place enabled ISSI to retain our entire staff, and shift, literally overnight, to a 100% work-at-home company. Our entire workforce, including Moira, our receptionist, was able to set-up at home, securely access the ISSI systems and phones, teleconference for meetings and continue providing support, programming, training, implementation services, and even go live with brand new systems. Every department and employee is involved in making the logistics work, and it is all dependent on an IT infrastructure and DCP developed and supported by the ISSI IT Services Team, led by Rich Henderson, ISSI's Director of IT Services. We continue to refine the operating environment and the DCP, and expect to see further improvements as time passes.

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### ZENITH AMERICAN HOLDING, INC. IS NOW HARBOUR BENEFIT HOLDINGS, INC.

Zenith American Holding, Inc. has announced that it has changed its name to Harbour Benefit Holdings, Inc ("Harbour"). With the recent addition of Benefits Administration, LLC ("BAC") to the portfolio of independently operating and wholly owned subsidiaries ISSI, PacFed, and Zenith American Solutions, the holding company believes the new name will help to more effectively distinguish the offerings and operations of each of its separate benefits-related companies. Craig Steffen, President of Harbour Benefit Holdings, Inc., says "The combination of ISSI, ZAS, PacFed and BAC under the Harbour umbrella will result in the continued growth of products, services and support across the entire Taft-Hartley/ Multi-Employer Benefit Fund industry with maximum efficiency and returns."

In September of 2019, ISSI joined what is now Harbour Benefit Holdings, Inc., as a wholly owned, independently operating subsidiary. Backed by the additional

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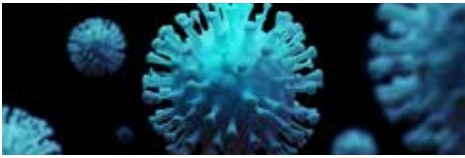
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## ISSI'S COVID-19 RESPONSE: OVERCOMING OBSTACLES, *TOGETHER*

Together, ISSI and our clients are responding to one of the biggest challenges that American business has ever faced. The inability to operate from our places of business at full (or any) capacity, coupled with our organizational commitments to administering and supporting the administration of essential Benefit Funds, have collectively created an environment that we had not contemplated as recently as four months ago.

We have surveyed the Directors of each ISSI Department to identify some of the challenges faced in a remote working environment (we suspect many of you will relate), strategies for overcoming these challenges and notable successes in light of the challenges presented by the COVID-19 pandemic.

### Lack of In-Person Communication

The overwhelmingly common theme/challenge throughout our discussions with the Directors, was overcoming the lack of in-person communication and team interaction that the staff is accustomed to within the office environment. While technology has been extremely helpful in allowing us to communicate and work, there is no substitute for walking into your manager's office with a question, or checking in with your teammates over the course of a day and collaboratively reviewing and solving a problem.

### Technical Difficulties

Technology has undoubtedly played a vital role in enabling the ISSI staff to continue supporting clients at a high level, and yet there remain technological challenges that are unique to the remote environment. In addition to supporting and training a large number of clients on connecting to their workstations remotely, ISSI's IT Services Team has been working diligently to keep the ISSI staff up and running from their homes. Battling many issues beyond their control, such as occasional power and internet issues at ISSI's Headquarters and client sites, internet and PC issues specific to remote users/individuals and unattended PC reboots, the IT Services Team has assumed a host of new responsibilities, in addition to their normal tasks. When technology-related issues do occur in the remote operating environment, the rest of the ISSI staff continues to do their best to minimize the impact on clients, while counting on the IT Services Team to bring everything back online.

### Cancellation of Travel

On-site presence has always been (and will continue to be, as soon as practically possible) a crucial component of the ISSI/Customer relationship. Whether it be in the form of annual visits to existing Customers, or most notably, training and "Go-Live" visits for Customers in the midst of new system implementations, visiting the Customer's physical location has always proven to be invaluable. With the cancellation of planned training and Go-Live visits as a result of the pandemic, ISSI's Implementation Team needed to facilitate a quick shift to a remote model of providing the necessary support and training, to keep these projects moving and on schedule. Despite the obstacles, we are pleased to have been able to successfully go-live with a new client in the midst of the pandemic.

### Working Together to Overcome Obstacles

In summarizing their experiences, all Directors noted that despite the challenges outlined, they are proud of their teams' efforts in embracing the new environment, overcoming challenges and continuing to provide ISSI's clients with high levels of service and support. Tools such as Webex, screen sharing sessions and conference calls have been integral in supporting our clients and providing the ISSI staff with an environment that mirrors the office environment as closely as possible. The ISSI management team has taken great care to ensure that the staff is set up for success, and that an emphasis continues to be placed on communication and team comradery.

ISSI will continue to work closely with our clients to establish and accommodate solutions to challenges specific to the pandemic, such as implementing/increasing the auto-release of claims to overcome limited remote work capabilities, understanding and managing the legal requirements of the Families First Coronavirus Response Act, accommodating rate/contract changes in compliance with new FMLA options and increasing the use of email and web-based solutions to communicate with Participants and Employers.

We really appreciate all of your patience and continued support. Working together, we will continue to leverage our collective industry knowledge and personal relationships developed over the years, to meet our common goals and objectives of serving the Funds.



.....  
*Scott Weber, Senior Unix/Linux  
Engineer*  
.....

## **EMPLOYEE SPOTLIGHT: SCOTT WEBER**

Scott Weber, a member of ISSI's IT Services Department, has been with the company for 19 years. Scott began his ISSI career as AIX Administrator, progressed to Unix/Linux Administrator, and currently holds the position of Senior Unix/Linux Engineer. As Senior Unix/Linux Engineer, Scott is responsible for monitoring the operation of all ISSI and client Linux servers, troubleshooting client server issues and applying critical software and server updates as needed.

Scott's favorite part about working at ISSI is the comradery with his teammates in the IT Services Department, as their collaborative efforts are crucial in providing ISSI clients with high levels of service and support. He enjoys the challenge of completing tasks in a timely manner, and is constantly motivated by the prospect of finding new ways to solve problems. Scott's proudest ISSI moment is when his daughter Tori was hired to work with him.

Scott's career at ISSI has allowed him the opportunity to take numerous courses, which have provided him with knowledge that continues to benefit ISSI's clients, as well as his coworkers. An ongoing project that Scott thoroughly enjoys is learning how to leverage technology to save time and increase efficiency.

When asked to provide career advice based upon lessons learned on the job, Scott shared the following: "Remember to learn from your mistakes, and not to repeat them. Take advice from those who have been doing what you are doing for a longer time. At times, there are better ways to do things – give it a try before dismissing it."

Outside of work, Scott enjoys spending time with his wife, vacationing and watching sports.

Destination



SAVE THE DATES!

2021

ISSI Users Group Meeting

April 14-16, 2021

Philadelphia













Philadelphia Marriott Downtown • 1201 Market Street, Philadelphia, PA 19107 • 215.625.2900

issiusersgroup.org



## ISSI RECOGNIZES THE FOLLOWING TEAM MEMBERS FOR THEIR DEDICATED SERVICE:

### 5 YEARS

Jessie Balcom, Christina Marino-Oswald, Benjamin Gunn, Allison Davies, Melanie Clement, Chuck Stahl, Ashton Davis, Andrew Devine, Stephen Entwistle, Daniel Reid, Eric Grabowski, Collier Greene, Julie Wackerle, Michael Mercer, Ryan Mark, Lori DeCarolis

### 10 YEARS

Frank Laranko, Monica Lukach, Christina Lambert

### 15 YEARS

Craig Klein

### 20 YEARS

Bob Murphy, Lisa Speyerer, Kim Arrowood

### 25 YEARS

Kevin Duggan

### 35 YEARS

Chuck Hatch

*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!*

## ISSI'S COVID-19 RESPONSE

*Continued from page 1*

We hope that your experience with ISSI during these unprecedented times has been positive, if not without some challenges. Michael Benfield, our Director of Client Services, has been reaching out to the entire client base via email on a regular basis, and will continue to do so. We ask that you continue to work with your Account Teams as if we were all back in the office. If you are experiencing any issues or delays, please escalate them as you normally would. Your teams, their managers, the Directors and Executive Teams at ISSI are available and willing to work to address any challenges you may have with the system.

As we continue to work our way back to a "new normal" please consider how ISSI products and services can better fit into your disaster contingency plans. Whether it is hosting the ISSI system in ISSI-Cloud and relieving the Funds' staff of worrying about the access, availability, security, performance and backing up of the system; implementing ISSI-Remit to allow Employer remittances and payments to be made via the internet; integrating ISSI-Site technology to allow Participants and Trustees access to information via the Funds' website; or even having ISSI's IT Services Team assist in the development of a disaster contingency plan for your operation – ISSI is eager to assist you and your team.

Thank you again for your patience, consideration and continued support.



Steve Webb  
Vice President, ISSI

## ZENITH AMERICAN HOLDING, INC. IS NOW HARBOUR BENEFIT HOLDINGS, INC.

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resources, expertise and financial strength of Harbour, ISSI has continued to expand upon its leading position as the largest and most successful provider of Benefits Administration Systems in the Taft-Hartley/ Multi-Employer Benefit Fund Marketplace.

If you have any questions or need additional information, please feel free to call Jim, Larry or Steve at **(856) 910-9190**.

