

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

ISSI JOINS ZENITH AMERICAN AS WHOLLY OWNED, INDEPENDENTLY OPERATING SUBSIDIARY



ISSI is pleased to announce that Zenith American Holding, Inc. ("Zenith American") completed the acquisition of ISSI from Advanced Solutions International, Inc. ("ASI"). ISSI will continue to be managed by ISSI's current leadership team of Jim Barling, President, Larry Goldstein, Vice President, and Steve Webb, Vice President, with the mandate to serve our clients as a wholly owned, independently operating subsidiary of Zenith American.

Art Schultz, President of Zenith American, says "We have worked closely with ISSI as a client and used their outstanding technology

platform for more than six years. We have been highly impressed with their team and technology. Based on this experience as users of the system, we expect that Zenith American and ISSI, together with the input of ISSI's client base, can develop advanced software, technology and administrative tools for the benefit of ISSI's clients and the Zenith American staff and client base. We look forward to assisting the ISSI team as they develop and deploy state-of-the-art solutions to address real world administrative challenges."

Jim Barling, President of ISSI said, "Joining forces with Zenith

American gives ISSI expanded resources and expertise, ownership with the strongest commitment to our technology, extraordinary, if not exclusive focus on the Taft-Hartley/ Multi-Employer Benefit Fund marketplace, and exceptional financial strength. Zenith American and ISSI are complementary service and solutions providers within the same marketplace. ISSI will remain committed to providing the finest software solutions and highest service levels available to self-administered and TPA administered funds."

Combining the strengths of Zenith American and ISSI will bring terrific benefits to the clients of both companies. We are excited about the future and looking forward to working for each of you.

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

ENHANCED CORRESPONDENCE TRACKING SYSTEM WITH ISSI ULTRA

ISSI's Correspondence Tracking System ("Corr-Track") integrates seamlessly throughout the entire ISSI Benefits Administration System. Corr-Track provides a complete and accurate call and correspondence tracking solution, including electronic PDF capture of correspondence generated from the ISSI system, and the ability to track follow-up requirements and resolution history for the Funds' staff.

The ISSI ULTRA platform has facilitated the introduction of enhanced Corr-Track functionality, consistent with suggestions that we have received from our clients. Examples

of Corr-Track enhancements within ISSI ULTRA include: tracking of both outgoing and incoming correspondence, redesigned Corr-Track log and history screens, an interactive user queue for quick identification and management of tasks by status, and the ability to transfer tasks to the appropriate system users and/or departments.

For more information on ISSI's Correspondence Tracking System or to schedule a demonstration, please contact Andrew Devine at (856) 910-9190 ext. 429 or ADevine@issisystems.com.



IT CORNER: MICROSOFT DROPPING SUPPORT OF WINDOWS 7 AND WINDOWS SERVER 2008/2008R2

Microsoft announced that it will be dropping support for Windows 7 and Windows Server 2008 / 2008R2, classifying them as "end-of-life" effective January 14, 2020. As of that date, Microsoft will no longer release security patches or provide support for Windows 7 and Window Server 2008/2008R2. The lack of support for security has the potential to compromise/expose an organization's programs and data. Furthermore, HIPAA HiTECH mandates that all covered entities utilize supported hardware and software for the storage and transfer of Protected Health Information ("PHI").

ISSI urges all clients to use contemporary hardware and supported operating systems in order to maintain secure systems and HIPAA compliance. Please contact Andrew Devine at (856) 910-9190 ext. 429 or ADevine@ISSIsystems.com to discuss replacement options.





Sateesh Manem holds a Bachelor of Commerce degree along with a post-graduate degree in Computer Applications

EMPLOYEE SPOTLIGHT: SATEESH MANEM

Sateesh Manem, Director of Programming and Development, holds a Bachelor of Commerce degree along with a post-graduate degree in Computer Applications. His tenure at ISSI started 17 years ago as a Senior Programmer/Analyst. "My hard work and determination help me achieve success in what I do and keeps me motivated."

As Director of Programming and Development, Sateesh plays a vital role analyzing and accommodating complex functional requirements that vary across the entire ISSI client base, including components that are crucial to Funds Administration for many ISSI clients, such as the Health Reimbursement Account (HRA) Module, and vendor Eligibility files. Sateesh and his team work closely with ISSI's Account Representatives to ensure direct communication and optimal results. Facilitating team efforts to complete client projects accurately while accommodating targeted deadlines can be demanding. However, Sateesh appreciates the overall intensity and complexity involved with satisfying our clients' needs.

Sateesh has enjoyed several accomplishments at ISSI. His favorite project so far has been the development of the Health Reimbursement Account (HRA) module. "I can say the HRA module has been developed and escalated to a new level, which is available across the board for all our clients. Around 60 clients are currently using this module."

Sateesh leads an active lifestyle and enjoys running, hiking and trekking. He looks forward to playing an occasional game of poker with friends or indulging in a little fantasy football. He is an avid football fan and his team of choice is the Philadelphia Eagles.

ISSI USERS GROUP: 2020 MEETING ANNOUNCED



For more information,
regarding the ISSI Users
Group, please contact:
jon@pibf.org or
jo@pibf.org.

Destination
SAVE THE DATES!
Philadelphia



2020

ISSI Users Group Meeting

May 6-8, 2020






**PHILLY
CHEESE
STEAKS**





ISSI
Users Group
issiusersgroup.org

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

ISSI REPRESENTATIVES AT UPCOMING INDUSTRY CONFERENCES



IFEBP 65TH ANNUAL EMPLOYEE BENEFITS CONFERENCE

October 20th to October 23rd, 2019

San Diego, CA

Booth #107/109

TEAMSTER CENTER SERVICES 26TH ANNUAL HEALTH AND WELFARE EXPO

November 15, 2019

New York, NY

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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