

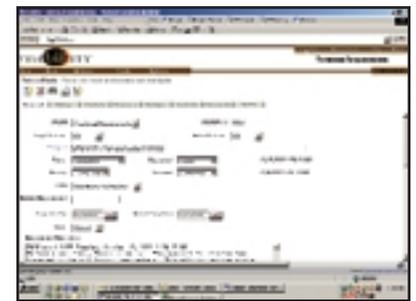
Client Success Story



LITIGATION MANAGEMENT SOLUTION PROVIDER USING VISUAL INTERCEPT TO GAIN VISIBILITY INTO — AND MANAGE — ENTERPRISE IT ISSUES

The Chicago-based company Visibillity delivers the industry's only collaborative litigation management solution that strengthens the partnership between claims professionals and their law firms. The result is a significant decrease in overall litigation expenses and a dramatically reduced total claim outcome for leading insurance customers such as CNA Insurance, Employers Mutual Casualty Company and Argonaut Insurance.

Developing and supporting a solution that provides a myriad of litigation management capabilities via an intuitive, user-friendly interface is no small task. But, with the assistance of the Visual Intercept enterprise issue management system from Elsinore Technologies, Visibillity has created an efficient and effective method for supporting its comprehensive litigation management solution.



VISIBILITY AT A GLANCE

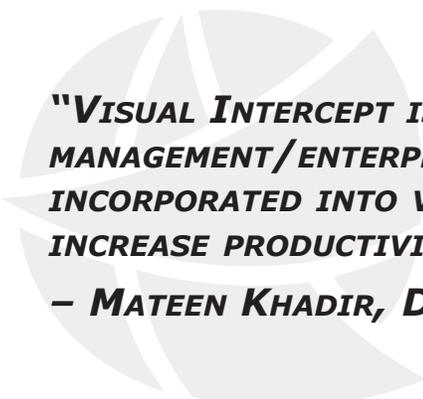
- The leading collaborative litigation management solution provider for the insurance industry
- Using Visual Intercept as a common platform for managing several business functions
- A significant number of employees from a range of job functions use Visual Intercept to manage IT issues across the enterprise

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— over —

A full-featured enterprise issue management solution

Initially, says Mateen Khadir, Director of Technology at Visibillity, the company was looking for a defect tracking/ticket management system with change control and product support functionality that would enable developers to track software development and production defects to completion. However, Khadir soon realized that the company really needed a solution that would allow users across the enterprise to manage new requirements and internal team requests to ensure that specific tasks were assigned, investigated, completed and verified. This required an enterprise-level IT issue management solution that could manage information related to Visibillity's key business functions.



"VISUAL INTERCEPT IS AN EASY-TO-USE, CONFIGURABLE TICKET MANAGEMENT/ENTERPRISE ISSUE MANAGEMENT TOOL THAT WE INCORPORATED INTO VARIOUS DEPARTMENTAL PROCESSES TO HELP INCREASE PRODUCTIVITY AND TRACK REQUESTS."

– MATEEN KHADIR, DIRECTOR OF TECHNOLOGY, VISIBILLITY, INC.

One of Visibillity's technical developers recommended Visual Intercept, which he had used in the past, because of its relative cost-effectiveness, ease of use and accessibility by any user via a web browser. Ease of use was particularly important in this application because of the users' varying levels of computer expertise and job functions.

"Visual Intercept Web Enterprise 3.0 has proven to be an easy-to-use, configurable ticket management/enterprise issue management tool that we incorporated into our various departmental processes to help increase productivity," Khadir says.

In addition to benefiting from such out-of-the-box capabilities as Visual Intercept's project-oriented hierarchy, automatic e-mail notifications, status promotion model

and incident-to-incident mapping, Visibillity has been able to customize internal forms to include fields that are in line with company processes.

Best practices

Based on knowledge he has gained during the past two years, Khadir has implemented the following best practices to optimize the use of Visual Intercept:

- Identify all business processes in which a ticket tracking/issue management system can increase productivity or quality;
- Keep forms simple upon implementation within identified business processes;
- Assign a single resource for management of software and technical support;
- Define ticket standards for each project.

BENEFITS

- Increased productivity and business process efficiency
- Easy to use, install and maintain
- Flexible configuration
- Cost-effective

About Visibillity, Inc.

Visibillity delivers the property and casualty insurance industry's only collaborative litigation management solution that strengthens the partnership between claims professionals and their law firms. The result is a significant decrease in overall litigation expenses and a dramatically reduced total claim outcome. The company offers a unique suite of Internet-based services that incorporate four key components: Collaboration, Automation, Analysis and Success. This includes: claim assignment, litigation budgeting and planning, electronic invoicing and real-time bill-to-budget review. In doing so, Visibillity provides a seamless electronic solution for managing litigation. Example customers include AIG, Argonaut Insurance, CNA Insurance, Employers Mutual Casualty Company and Kansas Medical Mutual Insurance Company. For more information, e-mail info@visibillity.com, call 312.762.7100, or visit www.visibillity.com.

About Visual Intercept

Visual Intercept provides a scalable and customizable solution for tracking defects, feature requests and outstanding issues. Integrated with Microsoft Project, Office, BackOffice, and all Developer Tools, Visual Intercept is a productivity solution for the Microsoft tools user. The Visual Intercept product suite includes: Visual Intercept Enterprise, Visual Intercept Project, Visual Intercept Web, Visual Intercept Web Relay and the Visual Intercept SDK.

About Elsinore Technologies, Inc.

Elsinore Technologies, Inc., www.elsitech.com, is a Research Triangle Park-based company that was founded in 1995 to address the need of software developers to solve problems in a structured way. Elsinore Technologies' Visual Intercept software now provides the industry's only enterprise issue management solution that was designed from the ground up to integrate with all Microsoft development and productivity tools. The company's mission is to deliver enterprise-class issue management solutions that combine out-of-the-box capabilities, an intuitive, project-oriented interface, and robust extensibility. With thousands of customers in 35 countries, Elsinore Technologies' 100% commitment to customer success continues to benefit companies seeking the best in enterprise issue management solutions.