

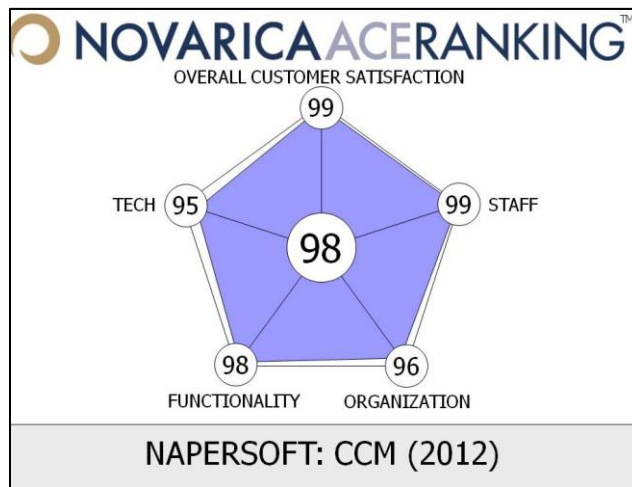


Napersoft Achieves Novarica ACE Ranking™ of 98 out of 100

Naperville, IL—March 27, 2012—[Napersoft](#), a leading provider of Customer Communications Management (CCM) software, achieved an [ACE \(Average Customer Experience\) Ranking™](#) of 98 out of 100, published in February 2012, by Novarica.

Indicating that document creation is a core need of all insurance systems, Novarica – a trusted information services provider for the insurance and financial services industries – extended an invitation to Napersoft to participate in the Novarica ACE Rankings™ for insurance document creation and distribution software solution providers.

The Novarica ACE Ranking™ is intended to provide an objective measurement of customer satisfaction levels and to be used to guide insurers when evaluating potential solution providers. “The Novarica ACE Rankings™ are derived from independent, validated rankings by insurer clients of our solution,” comments Steve Chamberlin, Vice President of Sales and Marketing at Napersoft. Napersoft’s insurance clients evaluated the company on the strength of the organization, staff, product functionality, technology and overall satisfaction. For more information, see <http://www.novarica.com/acerankings/>.



“We were pleased to participate and even more pleased with the result,” comments Chamberlin on Napersoft’s ACE Ranking™ of 98 out of 100. Napersoft received high scores of 99 in both overall customer satisfaction and strength of staff. Napersoft has specialized in document creation and distribution software solutions for the insurance industry since its founding in 1986. Napersoft CCM document software is used to compose, format, and distribute personalized insurance documents such as correspondence, letters, policies, agreements, statements, and explanation of benefits (EOBs).

Napersoft CCM is the ideal document creation and distribution solution for both large and small insurance carriers across all lines of business. For more information on Napersoft’s solutions for the insurance industry, visit <http://insurance.napersoft.com>.

About Napersoft

Napersoft is the leading provider of Customer Communications Management (CCM) software solutions. For more than 25 years, Napersoft has assisted commercial and governmental customers of all sizes implement innovative document creation and distribution solutions. With Napersoft CCM



Document Platform, customers typically reduce costs and improve efficiency, improve customer satisfaction, modernize IT with a flexible and agile SOA-based COTS solution, and mitigate regulatory compliance risks.

For additional information please visit Napersoft, Inc. at <http://insurance.napersoft.com/solutions.html> or contact:

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