



Napersoft's Support Team Receives Positive Evaluations from Customers

Naperville, IL—March 5, 2013—[Napersoft](#), a leading provider of Customer Communications Management (CCM) software, receives positive evaluations from customers with improved approach to Support Services. Napersoft achieved an ACE (Average Customer Experience) Ranking™ of 99 out of 100, published in February 2013, by Novarica for excellence in customer satisfaction based on independent survey data from Napersoft customers in the Insurance Industry. [Napersoft's Customer Support](#) team was a key contributor to this achievement.

“We are very happy with the positive response we have received from [our customers](#),” commented Tom Grannan, Chief Technology Officer at Napersoft. Napersoft's Support team was described by customers as being very knowledgeable, highly responsive and outstanding. “Our team has focused on providing personalized attention to every customer. We aim to improve our customers' experiences and knowledge of how to use Napersoft CCM most effectively,” adds Grannan. The years of service and hands-on product experience of Napersoft's team have contributed to the reliable and knowledgeable responses to customer questions.

Recently, Napersoft's Customer Support team assisted a customer in installing the latest release of Napersoft CCM. After testing, the customer found document run times improved over 60%, significantly increasing throughput without changing their hardware resources. “The result from this customer is what we strive for with every customer,” commented Grannan. With results like this, Customer Support has become a real competitive advantage for Napersoft.

For more information about Napersoft's ACE Ranking and our customer successes, please visit us at www.napersoft.com.

About Napersoft

Napersoft is a 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. Napersoft's solutions help improve customer satisfaction, reduce costs, increase productivity, reduce IT support and increase revenue by streamlining business processes for document creation, publishing, distribution and archiving of all types of documents such as letters, correspondence, policies, statements, agreements, explanation of benefits (EOBs) and other forms of personalized communication.

For additional information, please visit <http://www.napersoft.com> or contact:

Anny Hasse
Marketing Communications Manager
Napersoft, Inc.
40 Shuman Blvd.
Naperville, IL 60563
(800)380-1000