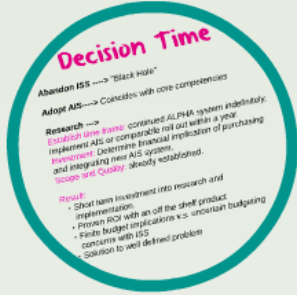


A Project Dilemma at Canadian Shield Insurance

Alpha - Legacy System
Creation/Configuration:
 - Developed in-house more than 15 yrs. ago by IT team for \$20,000
 - Initially filing and handling ledger clientele and then expanded to auto, property, and commercial insurance
 - Struggle to adapt new needs
 - Once considered "leading-edge" technology but failed to update database
 - No comprehensive documentation of the source code existed - relied on expertise of one programmer

Alpha - Legacy System
 - Developed as a client-server configuration using a three-layer interface driven by menus accessed through function keys
 - Programmed in COBOL and was described as "talent-rich of ancient"
 - All insurance policies were absent and maintained in the ALPMA system database software with several onsite servers



Insurance Software Solution
 - Ability to house all necessary information for Canadian Insurance Company
 - Ability to change the information as government regulations change

Internal and External Pressures
 - Multitude of IT systems.
 - Changing Jurisdictional Legislation

Core Competencies
 - Identifying and Adhering to best practices.
 - Providing customer service that exceed expectations.

Cross Roads:
 - ISS - What certainty does ISS provide Canadian Shield
Cross Roads:
 - AIS - Additional time and formal needs assessment would need to be conducted to prove the ROI ability of the AIS.

What, where, when did things go wrong with the ISS business project, and what is the solution to our unchanged problem?

Seamus Reynolds
 - Works for Information Systems Department for the Canadian Royal Mounted Constable (operating as a division of Accurate Constable Inc)
 - Services provided in western and central Canada - (British Columbia, Alberta, Saskatchewan and Calgary), and Yukon, Nova Scotia
 - Accurate achieved higher growth rates than the year by analyzing and regional insurance companies
 - Acquired Canadian Shield 10 years ago

BIG PICTURE:
 - Limited Functionality?
 - Uncertainty to time frame of implementation and overall cost?
 - Will it meet our needs?
 - 5 year development phase?

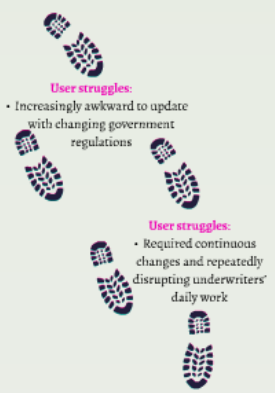
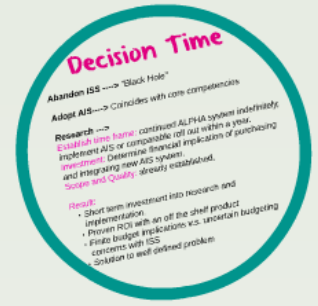
Advance Insurance System
PROS:
 - Ability to house all necessary information for Canadian Insurance Company which also seamlessly changing with government regulations
 - Fast and easy functionality for users as well as assist on handling with system training for new staff
 - Capable of billing, conducting quotes, and claim management
 - Proven track records, the AIS is already successfully being used in the industry
 - The system has multiple purchasing options

A Project Dilemma at Canadian Shield Insurance

Alpha - Legacy System
 Creator/Configuration:
 • Developed in-house more than 15 yrs. ago by IT team for \$20,000
 • Initially fishing and hunting lodge clientele and then expanded to auto, property, and commercial insurance
 • Struggled to adapt new needs
 • Once considered "leading edge" technology but failed to underwrite system
 • No comprehensive documentation of the source code existed -- relied on expertise of one programmer

Alpha - Legacy System
 • Developed as a client-server configuration using a text-based interface driven by menus accessed through function keys
 • Programmed in COBOL and was described as a "jumble of patches"
 • All insurance policies were stored and maintained in the ALPHA system database software with several credit servers

Insurance Software Solution
 PROS:
 • Ability to house all necessary information for Canadian Insurance Company
 • Ability to change the information as government regulators change
 CONS:
 • Too complicated and sophisticated for the users to operate, also difficult to train new users
 • Needs another year and a half, and more financing to streamline for use
 • Lengthy process to make changes to the system
 • Not capable of billing, conducting quotes, and claim ability



Internal and External Pressures

- Multitude of IT systems.
- Changing Jurisdictional Legislation.

Core Competencies

- Identifying and Adhering to best practices.
- Providing customer service that exceed expectations.

Cross Roads:

- ISS - What certainty does ISS provide Canadian Shield

What, where, when did things go wrong with the ISS business project, and what is the solution to our unchanged problem?

Cross Roads:

- AIS - Additional time and formal needs assessment would need to be conducted to prove the ROI ability of the AIS.

Seamus Reynold

- Works for Information Systems Department for the Canadian client insurance Company operating as a division of Assurance Control Inc.
- Services provided in western and central Canada - Edmonton, Alberta (Edmonton and Calgary), and Halifax, Nova Scotia
- Advertiser achieved higher growth rates over the years by adopting Seamus Reynold's computer
- Applied Canadian Shield 10 years ago

BIG PICTURE:

- Limited Functionality?
- Uncertainty to time frame of implementation and overall cost?
- Will it meet our needs?
- 5 year development phase?

Advance Insurance System

PROS:

- Ability to house all necessary information for Canadian Insurance Company while also seamlessly changing with government regulations.
- Fast and easy functionality for users as well as easier onboarding and system training for new staff.
- Capable of billing, conducting quotes, and claim management
- Proven track records as AIS is already successfully being used in the industry
- The system has multiple purchasing options

Seamus Reynold

- Works for Information Systems Department for the Canadian Shield Insurance Company operating as a division of Assurance Centrale Inc.
 - Services provided in western and central Canada – Vancouver, Alberta (Edmonton and Calgary), and Halifax, Nova Scotia
 - Assurance achieved higher growth rates over the years by acquiring small regional insurance companies
 - Acquired Canadian Shield 10 years ago



Internal and External Pressures

- Multitude of IT systems.
- Changing Jurisdictional Legislation.



Core Competencies

- Identifying and Adhering to best practices.
- Providing customer service that exceed expectations.



Alpha - Legacy System

Creation/Configuration:

- Developed in-house more than 15 yrs. ago by IT team for \$50,000
 - Initially fishing and hunting lodge clientele and then expanded to auto, property, and commercial insurance
 - Struggle to adapt new needs
- Once considered "leading-edge" technology but failed to undertake updates
- No comprehensive documentation of the source code existed -- relied on expertise of one programmer