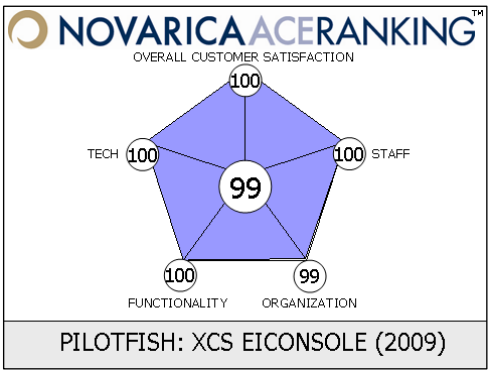
# PILOTFISH: XCS eiCONSOLE

Novarica Average Customer Experience (ACE) Ranking Report
April 2009




Novarica Average Customer Experience (ACE) Rankings are based on an online survey of senior technology and operational executives at five insurer clients who have direct experience with the vendor product and organization.

Novarica validates the identity and responses of the participants, who are assured of anonymity.

The Novarica ACE Ranking survey asks for the reference to rank his or her experience with the vendor and solution on a 7-point scale from "Completely Agree" to "Completely Disagree" against various positive statements about customer experience, for example "Staff is highly responsive."

These statements are grouped into Novarica's four **SOFT** areas (Staff, Organization, Functionality, and Technology) as well as an additional area for Overall Customer Satisfaction, which is double-weighted in the average.

Novarica ACE Rankings are produced independently and are not sponsored by the vendor. Novarica offers vendors the opportunity to direct clients to the survey and also solicits participation directly from its own network of insurer contacts.

The Novarica ACE Ranking is intended to provide an objective measurement of customer satisfaction levels in general, and is intended to be used to guide insurers' own due diligence processes when evaluating potential solution providers. **It is not a substitute for conducting reference interviews or visits prior to selecting a solution.**

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## ABOUT THE VENDOR AND SOLUTION

PilotFish's XCS eiConsole is a graphical configuration tool for the creation, deployment, management and maintenance of interfaces using PilotFish's XCS eiPlatform (a Java integration framework). The XCS integration tools let insurers enable applications for Web services and implement ACORD standards. The company reports approximately 50 current insurer clients, ranging from large multinationals to small regional carriers across L/H and P/C. Publicly-announced clients include AAA Life and Illinois Mutual Life Insurance Company.

## ABOUT THE RESPONDENTS

| Reference Title | Company Type | Areas Where Solution is Used | Years |
|---|---|---|---|
| Analyst Programmer | Midsize L/H Insurer | Underwriting/print | 2 |
| Team Lead of Architecture | Large P/C Insurer | Underwriting and claims | 1 |
| Programmer/Analyst | Large L/H Insurer | Underwriting | 3 |
| Vice President Information Technology | Midsize L/H Insurer | Underwriting, sales, claims, legal | 3 |
| VP Application Development | Midsize L/H Insurer | Underwriting | 3 |

## STAFF

| Staff | Avg. Ranking |
|---|---|
| Senior business staff is very knowledgeable about the industry | 100 |
| …very knowledgeable about the product | 100 |
| …very knowledgeable about my needs and situation | 100 |
| …is highly responsive to my needs | 96 |
| Senior technical staff is very knowledgeable about the industry | 100 |
| …very knowledgeable about the product | 100 |
| …very knowledgeable about my needs and situation | 100 |
| …is highly responsive to my needs | 100 |
| Support staff is very knowledgeable about the industry | 100 |
| …very knowledgeable about the product | 100 |
| …very knowledgeable about my needs and situation | 100 |
| …is highly responsive to my needs | 100 |
| **Overall Staff Average** | **100** |

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## ORGANIZATION

| Organization | Avg. Ranking |
|---|---|
| Vendor consistently made appropriate resources available during implementation | 100 |
| Vendor has strong project management practices | 100 |
| Vendor aligns its business interests with mine | 100 |
| Vendor provides effective training and documentation to my business and technical staff | 97 |
| Vendor has my business success as a top priority | 100 |
| Vendor is reasonable about contract negotiations and similar issues | 100 |
| Vendor gives clients a strong voice in product development | 100 |
| I have great faith in vendor's senior management and overall vision | 97 |
| **Overall Organization Average** | **99** |

## FUNCTIONALITY

| Functionality | Avg. Ranking |
|---|---|
| Product is well-liked by business users | 100 |
| Product has significantly enhanced productivity | 100 |
| Product delivers the promised functionality | 100 |
| Product is easy to integrate into our overall infrastructure | 100 |
| Product is an elegant solution to our business problem | 100 |
| **Overall Functionality Average** | **100** |

## TECHNOLOGY

| Technology | Avg. Ranking |
|---|---|
| Product is scalable to our needs | 100 |
| Product uses technology that fits our current architecture well | 100 |
| Product uses technology that fits our long-term technology vision | 100 |
| Product uses technology that our staff understands and can support | 100 |
| Vendor invests aggressively in improving technical performance through new releases and fixes | 100 |
| **Overall Technology Average** | **100** |

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## OVERALL CUSTOMER SATISFACTION

| Overall Customer Satisfaction | Avg. Ranking |
|---|---|
| We have had no significant performance issues with this solution | 100 |
| We have had no significant service issues with this vendor | 100 |
| We have had no significant contractual issues with this vendor | 100 |
| I would highly recommend this vendor solution to a peer | 100 |
| I would definitely buy this solution again | 100 |
| **Overall Customer Satisfaction Average** | **100** |

## ADDITIONAL CLIENT COMMENTS

*Support staff answers question quickly and accurately - They provide assistance such as Webinars when needed*

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*I have tremendous respect for the staff at PilotFish. They are very good at what they do.*

*Resources are all high caliber - top notch.*

*PilotFish has a flexible business model and a strong support approach. They have been very responsive to any and all needs we present - very strong partners for us.*

*Their software has allowed us to quickly implement and provide support of XML standards in our file transmissions.*

*Easy to use - low learning curve. A very effective solution for us.*

*PilotFish is an unusually strong partner and much appreciated.*

## ABOUT NOVARICA

Novarica provides information, insights, and perspective on markets, operations, and technology to financial services and insurance executives and project teams. The company delivers its service through published research, retained advisory services, and project-based consulting. Novarica's research includes market and trend analyses, best practices research, case studies, and independent analyses of insurance software vendors. Novarica draws its knowledge from the personal experience of its principals, the ongoing information gathering initiatives of dedicated research staff, and regular communication with insurer executives through informal networks and through the Novarica Insurance Technology Research Council. More information is available online at www.novarica.com

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