



Cincom Document Automation Software Scores High Marks in Novarica ACE Rankings

Cincom Eloquence earns a score of 92 out of 100 for "overall customer satisfaction"

Worldwide Software provider Cincom Systems earned high marks in customer experience for its Cincom Eloquence document automation for customer communications management software (<http://www.cincom.com/cds>) in the Novarica Average Customer Experience (ACE) Ranking Report published by research firm Novarica. The Novarica ACE Rankings are produced independently and are not sponsored by Cincom.

Novarica ACE Rankings are based on a survey of senior technology and operational executives at a minimum of five insurer clients who have direct experience with Cincoms Eloquence and its organization. The survey results collected from Cincom Eloquence customers were grouped into Novaricas four SOFT areas (Staff, Organization, Functionality and Technology), as well as an additional area for Overall Customer Satisfaction, which was double-weighted in the average score.

Cincom Eloquence earned high marks from insurers surveyed in the Functional category for its ability to deliver the promised functionality, significantly enhanced productivity, and is well-liked by business users. In addition, insurers spoke highly of Cincoms staff providing high marks in areas such as very knowledgeable about my needs and situation, highly responsive to our needs, and very knowledgeable about the industry. We are pleased to include Cincom Eloquence in our Novarica ACE Rankings as the first document automation for customer communications management vendor to be ranked, said Matthew Josefowicz, director of insurance practices, Novarica, and lead researcher for the Novarica ACE Rankings effort. We asked those insurers surveyed to rank his or her experience with Cincom Eloquence, resulting in an impressive score of 92 for Overall Customer Satisfaction. "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. For the full report on Cincom Eloquence, visit http://www.novarica.com/report_eloquence_ace.shtml. About Novarica ACE Rankings Novarica ACE Rankings are produced independently and are not sponsored by vendors. Novarica solicits rankings directly from its own network of insurer contacts as well as offering vendors the opportunity to direct clients to the survey. Vendors have no input into the results of the survey other than the opportunity to direct clients to the survey. Individual client responses are kept confidential from the referring vendor. About Cincom Systems Cincom Systems of Australia is a wholly-owned subsidiary of US-based Cincom Systems Inc. For 40 years, Cincom's problem-solving software, services, and people have helped thousands of companies all over the world grow and manage their businesses. The Australian subsidiary, established in 1975, services both Australia and New Zealand. For more information about Cincom's products and services, contact Cincom Systems of Australia at 02-8875 1400, send an e-mail to info@cincom.com.au or visit the company's website at www.cincom.com.au.

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