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SIS Enhances Partner XE Support with the Debut of PartnerNet
New online resource to support Partner XE Agency Management System 24/7

Columbus OH, September 20, 2011 - SIS is pleased to announce the debut of PartnerNet – the official online resource for insurance agencies using the Partner XE agency management system.

According to Alex Deak, President and CEO of SIS, PartnerNet is one of many continuous improvements resulting from the company's ongoing investment in their product and commitment to customer satisfaction.

"SIS is committed to the continuous improvement in service delivery and enhancement of Partner XE. In the recent months SIS has invested heavily in data center and cloud technology, programming upgrades and enhancements, as well as development, operations and service staff. PartnerNet goes beyond the product to help our customers find what they need to use the technology in the most effective way," he said.

"We continue to build on our industry leading commitment to service. As an 'always-on' resource, PartnerNet will complement our responsive service analysts and emphasis on personal attention. With this new system in place, users can get the most common questions answered quickly and easily which will free up our service analysts to spend more time with workflow and operations issues."

"We are excited to open another channel of communication with our customers. PartnerNet will allow us to offer almost immediate updates and helpful training and tips to optimize their use of Partner XE. It is another way for us to build our relationships with our customers and work together to continuously improve our product," said Tami Scott, Manager of Client Services for SIS.

This new online resource allows users to access system status notifications, view recently updated FAQ's and quickly and easily contact the service team with questions or service requests. Over the next several months, PartnerNet will evolve further to include access to training files, new product documentation, software downloads and much more.

According to John Heinsz, President of National Association of SIS Partner Agents (NASPA), user feedback has already been positive.

"In our review and usage of the PartnerNet site, we at NASPA see it as an excellent tool for our users. It gives us a quick and easy source to check if there are problems on the server and find solutions to our everyday usage questions. We look forward to the expansion of the site and making it directly available in our Partner XE system," he said.

About SIS

SIS is a group of highly trained customer service personnel, knowledgeable insurance professionals and expert technical specialists dedicated to helping independent insurance agents grow their business using the innovative and robust technology of their Partner XE agency management system – an easy to use, online hosted system with logical workflows, exceptional download capabilities and best in the business Outlook integration.



Visit our website to learn more: www.sisware.com

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