

ISS Developing MomentumSP, a Multi-Currency, Multi-Lingual Global Securities Processing System

Integrated Software Solutions, Inc. (ISS) is developing MomentumSP, a Web-based application to handle global securities processing. As a single, global solution, ISS' new Web-based system will support domestic and international corporate trust operations in a straight through processing environment. MomentumSP will streamline securities processing in a multi-currency, multi-calendar, and multi-time zone mode on a single platform that operates on the Solaris, NT, and AIX systems.

Developed in response to the needs of international securities processing organizations, MomentumSP will enable organizations to seamlessly process obligations across multiple fac-

ilities located in different parts of the world.

ISS' technological advances in securities processing are just some of the reasons why one of the world's largest securities processing banks chose ISS to provide their corporate trust division with a single, global platform for obligation processing, which will replace an estimated 15 to 20 existing systems and components that are currently being used.

MomentumSP provides processing for banks that perform corporate trust, paying agency, registrar, and transfer agent services. The system processes a wide array of securities, including corporate and municipal issues, commercial paper, medium term notes,

equities, and structural asset-backed and mortgage-backed products.

"This is a significant project for us," states ISS President and CEO Michael Glynn. "Our ongoing development of a true Web-based, international securities processing system moves us to the forefront in global securities processing."

Development of MomentumSP is ongoing. ISS' first implementation of MomentumSP is scheduled for 2003, with system conversions from both in-house and legacy systems, as well as integration to multiple internal and external systems.



ISS Builds Custom Processing System for Fiduciary Trust Company

Integrated Software Solutions, Inc.'s Professional Services Group developed a custom solution for Fiduciary Trust Company, which enabled real time processing for Fiduciary customers.

Fiduciary needed a system that gave its clients instant access and up-to-date information in an easily understandable format 24 hours a day, 7 days a week.

The system was developed using Caché with a SQL post-relational database tool that delivers breakthrough performance for massively scalable Web applications. ISS' experience in securities record keeping and multi-currency accounting, along with its personnel with working experience in the systems and technologies being used by the bank, were key to the project.

Fiduciary Trust Company manages portfolios for families, indi-

viduals, and institutions, achieving an exemplary long-term performance record with its dedication to quality service and personal attention.

ISS teamed with Fiduciary's information technologies group and investment management business line professionals to define a database and Web reporting system to meet its clients' requirements.

ISS designed a custom solution that interfaced with the bank's primary trust accounting system, creating a robust relational database management and reporting system that distributed data to the Web in a secure environment and provided real-time client information in easy-to-use, flexible reports and statements for Fiduciary's clients.

"Our solution was indicative of the team approach we take with our clients," stated Penny Gilpin, Director of

Strategic Implementations for ISS.

"ISS takes the time to understand our client's objectives and meet them in a manner in which they are comfortable. This helps us set expectations up front and to create a manageable process."

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ISS has Relocated

We moved our corporate offices to an upgraded facility located at:

**309 Technology Drive
Malvern, PA 19355**

Scriptacom Offers Medical, Legal, and Business Transcription Services through ISS

Scriptacom, an Internet-based transcription service, was founded in 2000 in response to tougher privacy regulation instituted by HIPAA. Integrated Software Solutions, Inc. (ISS) acquired Scriptacom in June of 2002 to extend its service offerings into the healthcare and legal industries.

Scriptacom is currently used by physicians to transcribe dictated patient files into professionally written reports, but is actively involved in discussions with legal offices as well.

Scriptacom offers an array of services aimed at increasing office efficiency, decreasing costs, and achieving HIPAA compliance goals through Verisign security. Services include a Web-based transcription solution, a Web-

based file transfer solution, and custom-developed solutions.

Scriptacom's Web-based transcription solution offers medical, legal, and business professionals trained expert transcriptionists to transcribe dictations into professionally written reports. The reports are sent through Scriptacom's quality assurance checks and are then available for download by the medical, legal, or business personnel.

For at-home transcriptionists, Scriptacom eliminates the need for manual file pick-up and delivery. Scriptacom's Go Digital! file transfer system automates the uploading of files and the downloading of transcribed reports.

Additionally, Scriptacom's

Enterprise Edition allows transcription companies to manage their transcriptionists on a single system. Built on the same platform as Scriptacom's transcription and Go Digital! services, the Enterprise edition provides a HIPAA compliant, digital service to the transcription companies, without the costs of developing their own system.

"ISS is excited to venture into new industries with a solid product in Scriptacom," stated J. Michael Glynn, President and CEO of Integrated Software Solutions, Inc. "We believe Scriptacom will give us the foot in the door we need to expand our services into the medical and legal industries."



Technical Education and Communications Manager Joins ISS

To meet their training, technical writing, and strategic marketing needs, Integrated Software Solutions, Inc. hired Steven Kendus as their Manager of Technical Education and Communications in August 2002.

Graduating from the University of Delaware with a degree in English - Business and Technical Writing, Mr. Kendus has spent over ten years in the banking and software industries. He has worked as a technical documentation specialist and training program designer for The Bank of New York (Delaware), and has developed software manuals, training material, and Web-based distance training programs for EXE Technologies' EXE University.

From 1999 to 2001 Mr. Kendus was the Technical Documentation Director for eCal Corporation, where he built the company's first documentation department and standardized all corporate

documentation. He contributed to and oversaw all technical and user documentation, marketing collateral, Web content, user interface design, and product usability.

"...the majority of my focus will now be on training and documentation for our new MomentumSP product."

Most recently, Mr. Kendus was an independent technical writing, online help design, and Web design consultant through his Delaware-based business, The Writer's Block (www.goodresume.com). Specific contracts included AirClic, Inc., BeeLine Shopper, DuHadaway Tool and Die Shop, Inc. and A-1 Sanitation.

"My first several months with ISS have been extremely busy," stated

Kendus. I wanted to make a big push to standardize our corporate identity, as well as rebuild our Web site and marketing collateral. With those initiatives near completion, the majority of my focus will now be on training and documentation for our new MomentumSP product."

ISS Unveils New Web Site

In early October, ISS unveiled its totally redesigned Web site. WWW.ISSINFO.COM now presents a comprehensive introduction to Integrated Software Solutions, Inc. and our products and services. The new site also features downloadable sales material and press releases.

ISS Employees Share their Holiday Spirit

Through a Chester County, Pennsylvania community outreach program, employees of Integrated Software Solutions, Inc. (ISS) "adopted" a local family for the holidays. ISS employees donated gifts to the family, which included four children ranging in age from two to twelve.

This is the first year ISS participated in this program. "Rather than exchanging gifts among employees, we wanted to assist a local family in need

during this holiday season," said Steve Kendus, Manager of Technical Education and Communications.

ISS volunteers donated their time and resources to provide necessities and new toys for the family. With the assistance of St. Patrick's Church in Malvern, Pennsylvania, ISS employee Maureen Harkins gathered each child's "wish list" of gifts, and ISS employees volunteered to purchase specific items from the lists. All of the gifts were wrapped and

delivered to St. Patrick's for delivery to the family.

"This opportunity gives ISS a chance to give back to the community, and it brings our culturally diverse staff together during this holiday season," stated J. Michael Glynn, President and CEO of Integrated Software Solutions. "This season we are making a family's holiday a bit more cheerful through simple acts of kindness."