

## For Immediate Release

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### **Editorial Contact:**

Cynthia Chow

925-552-1650

[cchow@valleyoak.com](mailto:cchow@valleyoak.com)

## **Valley Oak Systems' Claims Management Software Resolves Business Needs for the City and County of San Francisco**

**Alamo, CA – March 3, 2003** – Valley Oak Systems, Inc. (VOS), a national provider of claims management software, services and support, today announced that it successfully implemented VOS Portal, its industry-leading claims management system, at the City and County of San Francisco (CCSF). The system will expand CCSF's capabilities in risk management and claims administration.

“When we began looking for a claims system, we received many recommendations from contractors, TPAs and other public entities to utilize VOS Portal. We found that the system integrated state mandated and regulatory specifications for Workers' Compensation at a high level not offered by other vendor solutions,” said Minh Vu, Deputy Director, Department of Human Resources, City and County of San Francisco. “With VOS Portal, we now have our own claims management system instead of relying on a TPA. This independence allows us to have control over our data and eliminates the need to perform data conversions in the future. We anticipate that VOS Portal's flexible and robust risk management reporting capabilities once fully implemented will allow us to improve productivity and have better control over costs.”

“We are very pleased with completing the installation of VOS Portal at the City and County of San Francisco,” said Bob Faulhaber, president of Valley Oak Systems. “With hard market forces, many companies and public entities are considering self-insurance as a way to control costs. We have been dedicated to providing these organizations with the sophisticated technology to handle both the claims and risk management aspects of self-insurance efficiently and effectively.

Currently, over half of our clients are self-insured, and we have a high level of expertise in working with the needs of self-insured clients, or companies making this transition.”

“CCSF had an aggressive implementation timeframe of four months,” said Gordon Smith, vice president of client services at Valley Oak Systems. “Together, we worked closely to coordinate and execute the conversion of claims data to successfully complete CCSF’s implementation on-time and on-budget.”

### **About VOS Portal**

VOS Portal is a claims management system designed for multiple lines of insurance. The system is highly configurable and can be customized to meet any organization’s needs. In addition to the base features, VOS Portal supports EDI (IAIABC) for State Reporting Requirement, document imaging, and forms and letter generation for all jurisdictions as well as client defined. The system interfaces with PRDP, ISO ClaimSearch® (Index Bureau), Employee and Accounts Payable systems. VOS Portal has been designed to enable claims personnel to perform their duties as efficiently as possible.

### **About Valley Oak Systems, Inc.**

Valley Oak Systems, Inc. is a privately held corporation with headquarters in Alamo, California. Founded in 1994, Valley Oak Systems has relied on the industry experience of its founders to provide high-quality, cost effective solutions for the claims administration industry. Valley Oak Systems is dedicated to providing the highest quality software, services, and support to enable their clients to meet their goals. The company ranks #398 on the 2002 Inc 500 list of fastest-growing private companies. For more information, go to [www.valleyoak.com](http://www.valleyoak.com), or call 925-552-1650.

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