

For Immediate Release

Editorial Contact:

Cynthia Chow

925-242-4600

cchow@valleyoak.com

Downey Insurance and Valley Oak Systems Release iVOS® Case Study Results

“One-System” Solution Enables Paperless Claims, \$2.4 million in Medical Savings, and a Hassle-free Implementation

San Ramon, CA – February 28, 2006 – Downey Insurance, the premiere choice for Indiana municipal insurance, and Valley Oak Systems Inc., a national provider of claims management software, services and support, today released case study results that illustrate the benefits and cost-savings achieved with a browser-based “one-system” solution.

"Our primary business objective is to provide exceptional service to our clients," said Louise Sparks, claims manager at Downey Insurance. "To meet client needs and continue to deliver world-class service, we needed a more modern claims system that would enable us to move from manual, paper-based operations to a more streamlined and automated workflow."

The iVOS unique "one-system" design allowed Downey Insurance to consolidate claims management and medical bill review into one convenient platform. By bringing these two processes together, Downey re-engineered its workflow, enhanced adjuster productivity, and achieved medical savings of \$2.4 million in 2005. The browser-based architecture was another system advantage, since it enabled Downey to capitalize on remote access options that increased the scope of their business, staffing and customer service opportunities. The system's risk management reports have helped to identify loss-control opportunities for members, and in the future, clients will have direct access to claims information and reports via remote access.

"iVOS is well aligned with Downey's mission to move toward a paperless environment and achieve the best-possible results for clients," said Randy Wheeler, Founder and CEO of Valley Oak Systems. "As Downey continues to grow, iVOS provides the infrastructure and tools to handle increased volume with efficiency, and maximum service and savings for members."

"Valley Oak was a true partner during the implementation, providing technical expertise for the conversion, and extensive claims experience to help us customize the system to meet our specific workflow needs," said Sparks. "Together we developed a strong project management plan, and as a result, the implementation went smoothly."

To download the complete case study, visit Valley Oak Systems' website:

www.valleyoaksystems.com/news/case_studies_whitepapers.html

About Valley Oak Systems, Inc.

Valley Oak Systems, Inc. is a privately held corporation with headquarters in San Ramon, California. Founded in 1994, Valley Oak Systems is dedicated to providing the highest quality software, services, and support to enable clients to meet their goals. For more information, go to www.valleyoak.com, or call (925) 242-4600.

About Downey Insurance.

Downey Insurance is a managing general underwriter that has protected Indiana government entities since 1970. Their protection plans—which include the Indiana Public Employer's Plan (IPEP), Public Entity Program (PEP), Volunteer Fireman's Insurance Services (VFIS), Rural Special Districts Insurance Services (RSDIS), and School Insurance Program (SIP)—provide comprehensive coverage to more than 1000 cities, towns, counties, townships, volunteer firehouses, schools and other government organizations. For more information, go to www.downeyins.com.

###