



## Press Release

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# **APEX COVANTAGE LAUNCHES *QUALITY INSURE™* CLAIMS MANAGEMENT SOLUTION FOR INSURANCE INDUSTRY**

## ***Global Insurance Services Firm Is First To Request Pilot Program***

**HERNDON, VA—September 29, 2003** – Apex CoVantage, a leading provider of business process outsourcing services, announced today that it has launched *Quality Insure™*, the first end-to-end claims management solution for the insurance industry. The new solution spans every step in the claims management process – from data entry to claims adjudication to contact center services – and was specifically designed to help insurance carriers and third-party administrators improve claims management quality while reducing claims management costs. Separately, Apex CoVantage also announced that one of the ten largest global insurance services firms selected *Quality Insure* over six competing solutions and has requested a pilot program to begin later this year.

“*Quality Insure* is a major step forward in the evolution of outsourced services for the insurance industry,” said Shashikant Gupta, President of Apex CoVantage. “To date, insurance carriers and third party administrators have been forced to buy outsourced services on a piecemeal basis, usually from different vendors with different capabilities, few of which have more than a passing familiarity with the insurance industry. *Quality Insure* is the first fully integrated, end-to-end claims management solution for the insurance industry, and as such, represents the first opportunity for property and health insurers to realize the full cost and performance benefits of offshore outsourcing.”

*Quality Insure* was designed by Apex CoVantage in conjunction with several leading US and international insurers, as well as a number of independent insurance industry experts. “This is a terrific solution for all health and property insurers,” commented Rick Mathewson, an insurance industry consultant to Apex CoVantage. “Insurers have been experimenting with offshore outsourcing for years, and Apex CoVantage is the first vendor to offer a single claims management solution that addresses all the interests and concerns of the insurance industry.”

“Today’s announcement is special for two reasons,” explained Arun Jain, Vice President at Apex CoVantage. “Not only are we announcing a revolutionary claims management solution, but we’re also announcing the first implementation of this solution. One of the world’s largest insurance services firms has taken an early and active interest in *Quality Insure* and they have requested that we implement a limited-scope pilot program later this year. We believe that this early market success validates our end-to-end approach to outsourced services, and positions *Quality Insure* to be the claims management solution of choice for health and property insurers everywhere.”

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### **About Apex CoVantage**

Apex CoVantage ([www.apexcovantage.com](http://www.apexcovantage.com)) is a leading provider of transaction management, contact center and engineering services to Fortune 1000 companies in the United States, Europe, and the Pacific Rim. The company is headquartered in Herndon, VA, and is affiliated with Apex. Founded in 1988, Apex is an innovative and fast-growing provider of IT-enabled services to businesses, governments and educational institutions. The company’s ePublishing business unit transforms archives, special collections, and other source materials into high-value, high-impact digital assets. The company’s GeoSpatial business unit provides geospatial data migration and maintenance services for GIS and other information management systems. A separate Apex subsidiary, LinearVision, provides rapid, precise and customized visual data solutions for linear asset owners, such as utilities and railroads.