



*Custom Insurance Solutions*



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## *Custom Insurance Solutions Announces Successful Installation of AIM Management System at Continental Special Risks*

**For Immediate Release**  
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*San Antonio, TX* – Custom Insurance Solutions (CIS) is pleased to announce a successful installation of their ***Agency Information Manager*** (AIM) software at Continental Special Risks (CSR), located in Roswell, Georgia. The full service, excess and surplus lines agency went “live” on April 1, 2004.

Bob Schacher, President of Continental Special Risks explained the decision in partnering with Custom Insurance Solutions. “Excess and Surplus lines are such a small niche in the insurance marketplace that it is difficult to find a software package that is designed around the special needs of a Managing General Agency. AIM not only meets our needs, but exceeds our expectations of what an agency management system can do for our company. I expect to see a significant increase in production per employee within the next few months due to the changes AIM has made to our workflow”.

The installation included training and implementation services by CIS and a detailed electronic data conversion from CSR’s prior management system. As it related to the changeover of systems, Lauri Klotz commented, “The professionalism of the CIS staff was exceptional – their depth and breadth of experience in the insurance industry is unmatched, as was their dedication to making the data conversion as smooth and easy as possible – even if it meant working all night and all weekend. There was always someone available, whether it was to answer a question, or just to hold my hand through the data conversion process. AIM also integrates well with ImageRight, Docucorp and AMS-Rackley Rating, eliminating much of the double entry that has been a critical issue for us in the past”.

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Patrick M. McCall, director of sales at CIS added, “Continental Special Risks is a high profile and well respected organization that greatly increases our overall presence in the Southeast region of the United States. They have an outstanding record of customer service and agent satisfaction. We feel quite fortunate to not only have secured their business but also to have met their expectations throughout the entire training and implementation process.”

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*Custom Insurance Solutions (CIS) develops and markets software solutions specifically designed for the wholesale brokerage and managing general agent. CIS is a full service software development firm specializing in the design, development, and implementation of custom business solutions. In 1996, CIS released our first complete software application framework for the Insurance industry: **Agency Information Manager**®. CIS has used this framework to accelerate the construction of a variety of custom solutions for our Insurance clients. Today, CIS offers both packaged and custom technology solutions for the Insurance industry.*

*To learn more about CIS products and services, contact Patrick M. McCall, Director of Sales, at 570.645.5050 or visit our web site at [www.customins.com](http://www.customins.com)*