

FrameworkLTC

Customer Support Enhancements

SoftWriters Announces

24/7 UNLIMITED SUPPORT

- **Unlimited support replaces pay-per-hour metered support**
- **24/7 expanded customer support hours**
- **Simple monthly fee structure**

These changes will further enhance SoftWriters Best-In-Class support — with the highest certified staff-to-customer ratio, lowest monthly cost, and the highest uptime of any comparable product in the industry.

UNLIMITED

FrameworkLTC

The Backbone of your Pharmacy Operations

FrameworkLTC® is the backbone of your business 24/7. Beginning in January 2010, our support hours expand to 24/7 coverage staffed by FrameworkLTC Certified Support Professionals.

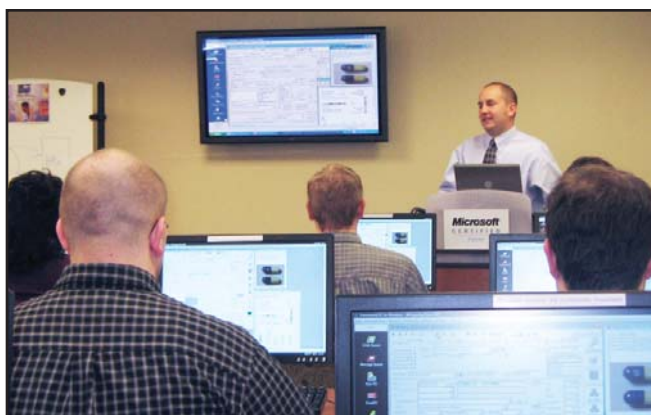
SoftWriters has built our reputation by delivering Best-In-Class support at below industry-average costs — this benefit remains unchanged.



SoftWriters Support

The Best People Supporting the Best Software in the Industry

All Customer Support team members are **Certified Instructors** on the FrameworkLTC Platform. This certification ensures that the person you talk to is not only knowledgeable, but he or she can convey that knowledge to your pharmacy staff.



CERTIFIED INSTRUCTORS

Best-in-Class Support — highest certified staff to customer ratio, lowest monthly cost, and the highest uptime of any comparable product in the industry.

Our instructors rotate between teaching classes and receiving Customer Support calls. This knowledge sharing speeds issue resolution, drives efficiency in our Customer Support Center, and improves the curriculum of future SoftWriters Training Center classes.

SUPPORT

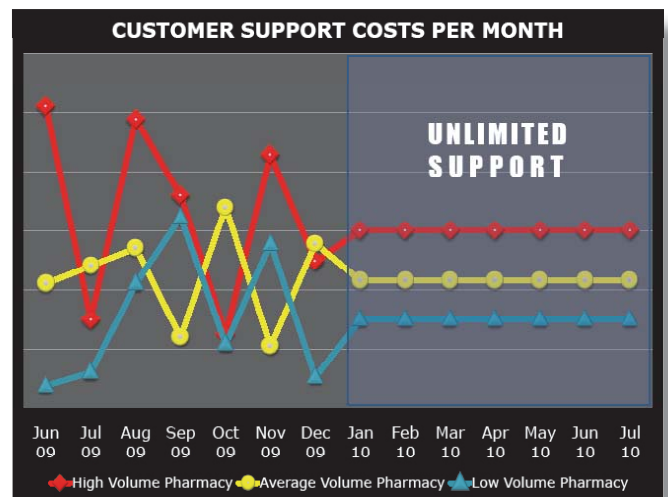
Unlimited Support

Simplifies the Interaction Between You and Customer Support

Beginning in January, a simple monthly fee will replace the pay-by-the-hour metered support model. In 2008, a statistically valid customer study showed that a majority of our customers would prefer a flat monthly fee and unlimited support. This customer-centric policy eliminates end-of-month variances and allows you to focus on your business.

Unlimited Support gives you more access to certified professionals. We don't believe in offshore call centers or "gatekeepers" that triage customers. We know FrameworkLTC is the operational nerve center of your pharmacy, and quick resolution is your #1 criteria. The urgency demonstrated by our Customer Support team to solve your issue has resulted in a one-hour resolution rate of 71%, the highest in our industry.

Our company is continuing to invest in our people to enhance the customer experience. We are expanding our Customer Support team by 50% this year to meet the needs of the 24/7 unmetered support program.



SoftWriters monthly support

charges are less than 1% of your

costs, yet 100% of your revenue is

relying on its performance and the

performance of your people.

24/7

**UNLIMITED
SUPPORT**

UNLIMITED

24/7

UNLIMITED
SUPPORT

Companion Products & Customization

SoftWriters' offerings combine to create one seamless system, for end-to-end pharmacy management.

- **FacilityLink** - online real-time communication between the pharmacy and facility
- **PharmScan.NET** - software for handheld computers with barcode scanning capabilities
- **Forms Division** - one-stop shopping for medical records, labels, thermal label printers and barcode scanners
- **Custom Interfaces** - to consulting software, document management, packaging, dispensing and eMAR applications
- **A/R Capabilities** - with Sage Accpac ERP® or other business software
- **Custom Solutions** - to maximize your investment in third-party solutions and create special reports

About SoftWriters, Inc.

SoftWriters, Inc. delivers software solutions for LTC pharmacy providers. FrameworkLTC, our flagship product, provides pharmacy management, inventory control, facility management, workflow, prescription entry, billing, medical records, invoices, statement generation and more.



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