

FOR IMMEDIATE RELEASE

State College, PA – January 28, 2010

Municipal Mutual Insurance Company Leaps Forward with DocFinity® Software Enables Better, Faster Service to Customers in Tri-state Service Area

News

Optical Image Technology, creator of the DocFinity suite of imaging, document management, and BPM/workflow software, announces that Municipal Mutual Insurance Company of West Virginia has successfully implemented DocFinity at its headquarters in Wellsburg. The software solution was installed to address inefficient and costly storage of paper documents, reduce administrative overhead in processing new and existing business, and expedite customer service. Municipal's eighteen-member staff services 35,000 active policies for customers in Ohio, West Virginia, and Pennsylvania.

Currently, the company manages its business almost exclusively with an AS400 mainframe system and paper documents that were stored in buildings the company had purchased within a two-block area of the city. Electronic document management will enable Municipal Mutual to become more cost-efficient, eliminating processing delays and customer callbacks as well as enhancing the quality and speed of its services to customers. Now, employees are beginning to scan, index, and store policies in DocFinity, accessing files and documentation securely from their desktops, and processing work with the added convenience of dual monitors with 19-inch screens.

A local opportunity center that provides work opportunities for persons with physical and mental challenges shredded Municipal's first 5,000 bankers' boxes of paper documents. Next, Municipal plans to convert all active policy and claim files to electronic documents to further improve efficiency and reduce needed storage space. Paperless Technologies, a subsidiary of Ford Business Machines in Connellsville, PA, is expected to complete a bulk scanning process during 2010.

Quotes

"Municipal Mutual has completely overhauled its approach to customer service by investing in tools, technologies, and strategies that enable real-time access to information. By steadily transitioning to digital processing, they have set the stage for business process automation and efficiency, redefining customer service and positioning the company for cost-effective growth. Municipal Mutual has laid a strong foundation for efficiency that will serve them extremely well for the foreseeable future." - *Jim Thumma, Vice President of Sales and Marketing, Optical Image Technology*

"We are thrilled with DocFinity and our initial foray into document management. In addition to providing better and faster service to our clients, significantly reducing postage expenses, and complying more easily and cost-effectively with regulations, we're finally able to focus on growth opportunities. We're grateful to OIT's professional services team for services and training as well as our own staff's willingness to embrace change, all key factors in our success." - *Brian Taylor, President/CEO, Municipal Mutual Insurance Company*

About Optical Image Technology, Inc. (www.docfinity.com):

Optical Image Technology's software makes information manageable and companies more profitable. Since 1986, OIT and its DocFinity® suite of workflow and document imaging,

document management, and BPM software have helped businesses solve their document management and business processing challenges. OIT offers robust, flexible products including document management, imaging, and workflow. Organizations see an ROI and improved productivity with DocFinity.

About Municipal Mutual Insurance Company of WV (www.mmicins.com):

Municipal Mutual Insurance Company of West Virginia has provided quality and affordable homeowners, farmowners, mobile homeowners, rental dwelling, and small commercial insurance since 1910. Currently, Municipal Mutual is represented by over 200 independent agencies throughout West Virginia, Pennsylvania, & Ohio.

About Paperless Technologies (www.paperlesstech.net):

Paperless Technologies streamlines the paper burden of business. The company specializes in on-site scanning services which ensures the security of the most precious resource in any business: its documents. Implementation produces immediate ROI by eliminating records storage expense and enabling businesses to go Paperless.

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