



NEW ZEALAND MINISTRY OF SOCIAL DEVELOPMENT IMPLEMENTS CÚRAM SOFTWARE AS THE NEW CLIENT MANAGEMENT SYSTEM

The Ministry of Social Development's New Client-Centric System Improves Outcomes for Citizens

Herndon, Va. - November 27, 2007 - Cúram Software, the leading provider of Social Enterprise Management (SEM) software solutions, today announced that the New Zealand Ministry of Social Development (MSD) has successfully launched Phase I of its Client Management System (CMS). CMS streamlines business processes and client interactions by reducing the overall number of systems that the staff must use to deliver services. Using the Cúram Business Application Suite™ designed specifically for social security and employment services, CMS provides MSD with a client-centric, flexible system that is able to manage contacts, relationships, services, and programs, as well as payments.

Implemented in all Work and Income Service Centers and Contact Centers across New Zealand, CMS offers MSD a client-focused approach that supports staff to work proactively with their clients. The new system optimizes business processes, enabling MSD to plan for client outcomes from the initial contact with the client. In addition to the enhanced client interaction, the system reduces processing times and helps ensure clients receive the right services at the right times. The system also enables the integration of client data across the Ministry. In addition, CMS provides a technology and business platform to support future government and Ministry objectives.

By implementing the Cúram Software solution, the Ministry will start to reduce the number of legacy systems to deliver frontline services. Rather than investing in custom built functionality for legacy systems, MSD chose to invest in a system that would align with the client management process out of the box and transform service delivery using the Cúram commercial-off-the shelf (COTS) solution. CMS provides MSD with ongoing investment protection and reduces project time, risk, and cost.

The Ministry of Social Development provides strategic policy advice to the New Zealand government and provides social services to more than one million New Zealanders. In addition, the Ministry works in partnership with communities to help maximize regional development and employment opportunities. Services provided by the Ministry include income support, employment services, child protection, student allowances and loans, as well as programs that support families. The Ministry is also responsible for the Ministry of Youth Development, Office for Disability Issues, Office of Senior Citizens, and Office of Community and Voluntary Sector.

MSD deployed the first phase of the CMS implementation on August 30, 2007 to 700 staff. A rolling deployment began October 1, 2007 and will continue into December 2007 with approximately 3,500 staff using Cúram Software. Primary functionality used includes client screening, rule engines for service determination, and service plans for the management of client obligation following service allocation.

“CMS enables the Ministry of Social Development to focus on positive outcomes for clients rather than navigating through aging legacy systems,” said Ernie Connon, executive vice president, Cúram Software. “MSD is on the leading edge of transforming service delivery and we applaud their success.”

“CMS transforms the way the Ministry delivers services to citizens,” said Tim Occleshaw, Chief Information Officer, Ministry of Social Development. “Our new client-centered system will help ensure our clients receive benefits in an efficient and effective manner. Cúram Software provides a valuable tool in our efforts to get New Zealanders back to work.”

SEM is a new category of enterprise software that is citizen-centric and leverages COTS products to transform as well as modernize health, human services, labor, and social security agencies. SEM provides comprehensive enterprise eligibility IT solutions crossing agency boundaries, simplifying policies, and integrating with existing technology. SEM fosters holistic, convenient services for citizens, as well as provides screening for needs and referrals to state and community-based resources.

About Cúram Software:

Cúram Software is the leading provider of Social Enterprise Management (SEM) software solutions, delivering best-in-class applications for social enterprises globally including, health and human services, workforce services, and social security organizations. Using the Cúram Business Application Suite™ agencies can immediately reap the benefits of client-centric business processes and an outcomes-driven integrated service delivery model. The Cúram Business Application Suite, underpinned by the Cúram Enterprise Framework™, combines the advantages of commercial-off-the-shelf (COTS) software, an enterprise platform and service oriented architecture with the business and technical flexibility required to allow agencies to implement solutions to meet their strategic objectives. Cúram Software is headquartered in Dublin, Ireland with additional offices located in New York, Washington, D.C., United Kingdom, Australia and Bangalore, India. For more information, visit www.curamssoftware.com.