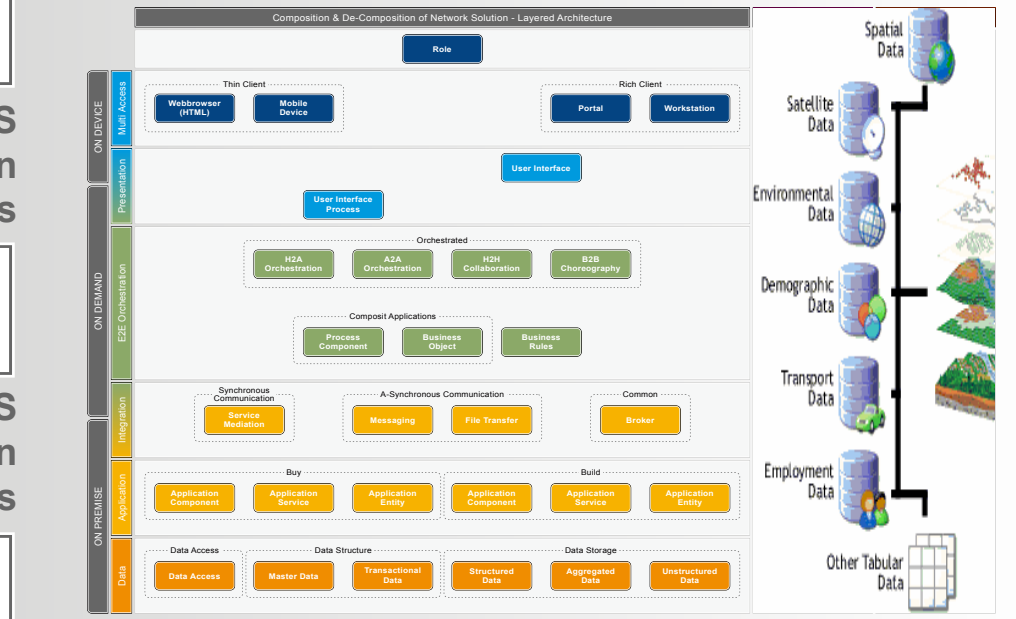


Government Agencies

Business Model: Insurance (P&C)	BUSINESS MANAGEMENT SUPPORT	RELATIONSHIP ACQUISITION	RELATIONSHIP MANAGEMENT	PRODUCT PORTFOLIO MANAGEMENT	PROCESSING & FULFILLMENT	CLAIMS
STRATEGIC	Business Planning / Budgeting		CRM Plan	Portfolio Strategy		Catastrophe Planning
	Building / Facility Management	Market Plan	PRM Plan	Product Planning	Operations Planning	Claims Management Planning
	Financial Asset Planning					
TACTICAL	Treasury Planning	Market Segment Analysis	Channel Management	Product Tracking	Operations Tactical	Loss Reserve Philosophy
	Bulk Reserving	Sales Programs		Pricing & Reserving Analysis	Collection Tactical	Claim Litigation Management
	Vendor Tracking		Correspondence Management			Fraud Management
OPERATIONAL	Brand Tracking	Producer Portfolio Analysis		Document Production & Retention		
	Auditing					
	Building / Facility Tracking					
	Vendor Terms, Administration / Pricing	Compensation Program	Advisory Services	Rating	Policy Processing	Claims Evaluation
	GL	Sales Workbench	Customer Information Profile	Underwriting Decisioning	Product Setup & Maintenance	Claims Processing
	AR	Customer Information Acquisition	Customer Information Contact	Product Maintenance	Collection / Returns	Claims Investigation
	IT			Product Development		Recoverables - Third Party Collections
	Compliance					Fraud Identification
	A/P	Campaign Management	Correspondence Distribution		Billing	Salvage & Subrogation
	HR					Settlement
	Building / Facility					

AGENCY INFORMATION USAGE

GIS Design



GIS ORCHESTRATION

Business Objects

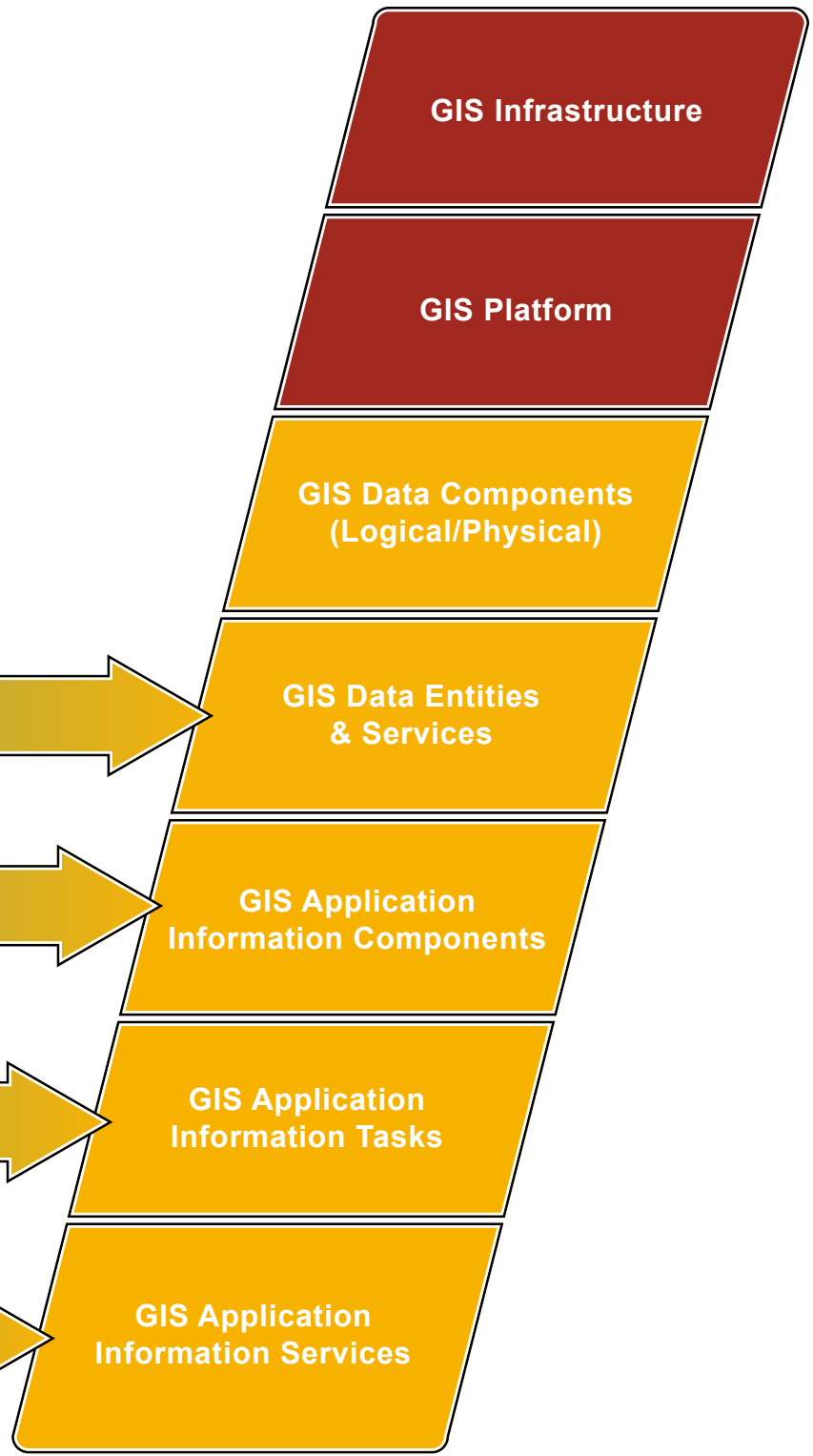
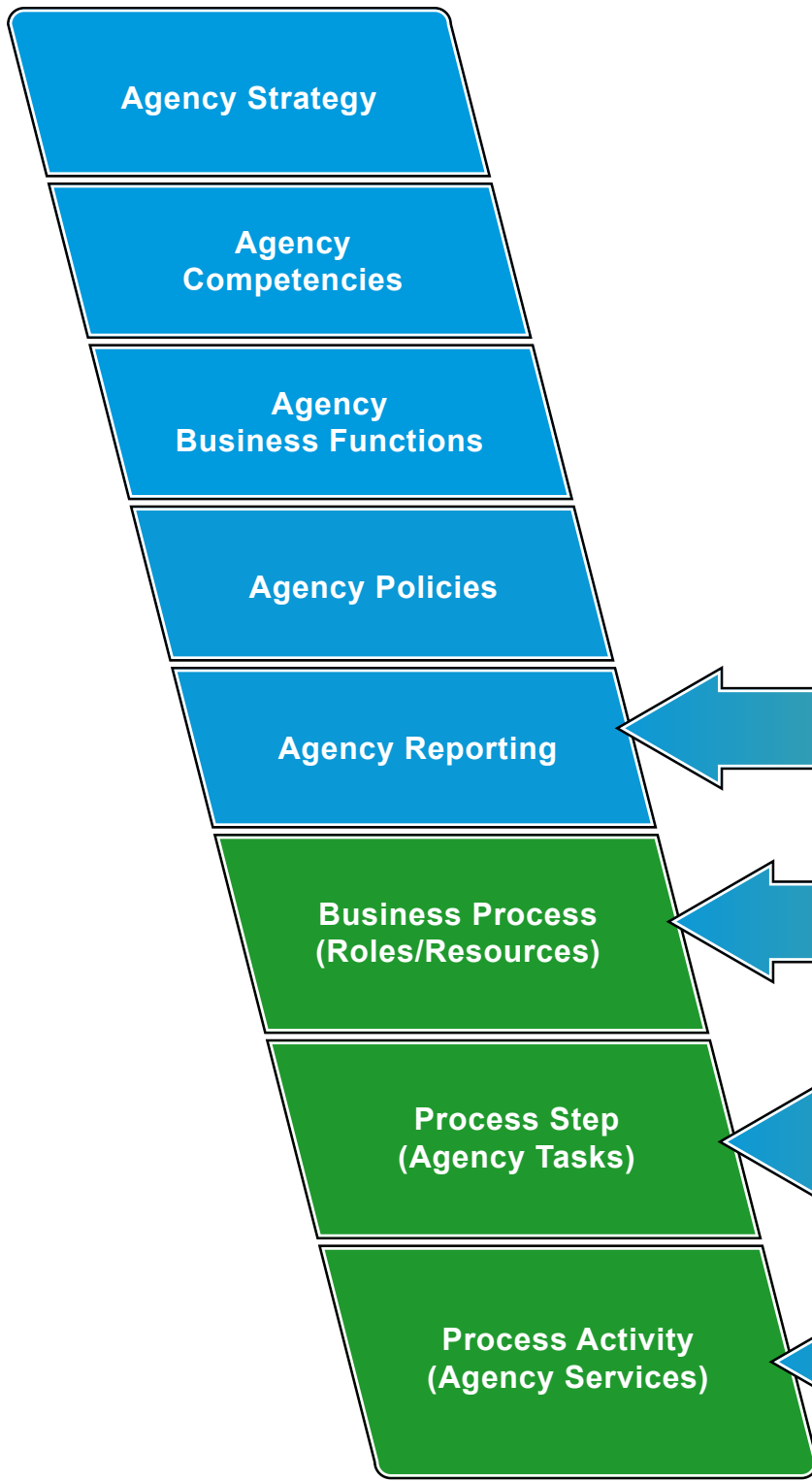
Government Services

GIS Information Objects

GIS Information Services

Alignment of Government Agencies GIS Usage

Information Value



Decision Making & Automated Measurements

Information Workflow

Information Tasks

GIS Information Service Automation