

Cognasys ES[®] — A SWBC Success Story

(January 2010) - SWBC announced the purchase of Cognasys, a leader in the field of artificial intelligence software solutions, as part of their expansion in the growing market of complex document process automation. Cognasys is well-known in the industry as the expert system solution for document process automation.

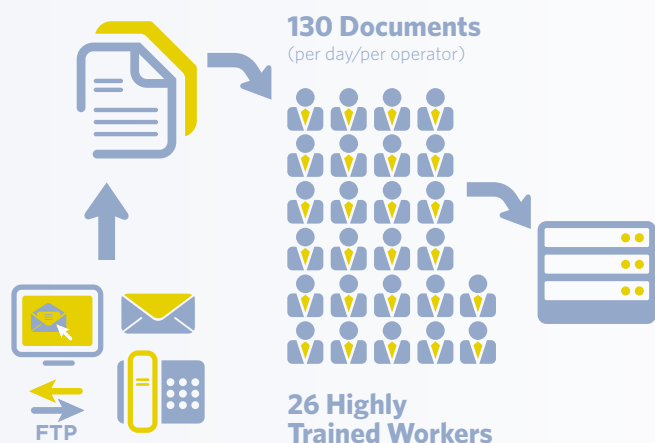
SWBC gained significant efficiencies and advantages by utilizing Cognasys for their insurance tracking services:

- Increased the document capacity by tenfold
- Reduced the number of process operators by 70%
- Reduced operating costs by \$350 K first year
- Increased number of auto loans processed from 1.8 M to 2.9 M in 5 years
- Reduced the error rate to 4%
- Reduced the training from 1 month to 5 days
- Improved the SLAs from a 72-hour delivery to a 24-48 hour delivery

“SWBC relies heavily on the use of innovative solutions to ensure the most efficient delivery of products and services to our customers. The improvement Cognasys brings to SWBC allows us to increase our productivity and responsiveness to customers.”

Gary Dudley, President
Charlie Amato, Chairman

SWBC - Before Cognasys



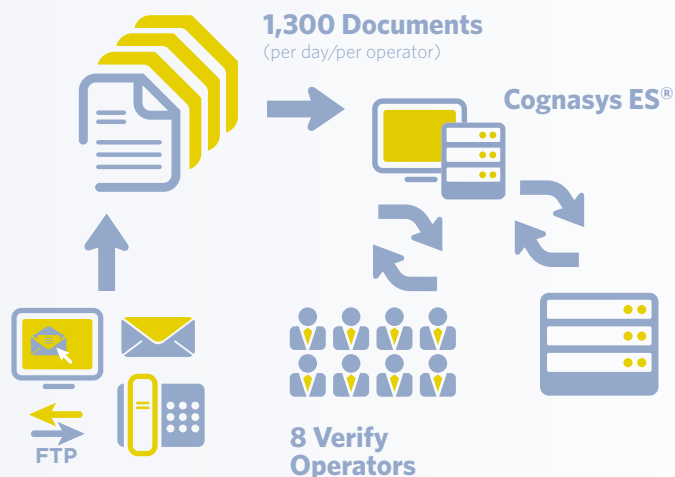
\$690,000
FTE Cost

72 Hours
Delivery

6%
Error Rate

20 Days
Training

SWBC - After Cognasys



\$250,000
FTE Cost

24-48 Hours
Delivery

4%
Error Rate

5 Days
Training

