PROTECH SOLUTIONS, INC.

Building Excellence into Child Support Systems....

Protech Solutions is an information technology provider dedicated to providing innovative technology services to government customers for improving their business performance and delivery of services to their clients. Protech designs, develops, and implements both small and large-scale public sector systems and has historically specialized in the migration of legacy systems to new technologies thus maximizing infrastructure investment in existing systems. Protech has developed proven migration strategies for the development of new software solutions that have demonstrated improved service delivery, program management, worker performance, and system efficiency. These innovative new solutions have also provided our state and local customers with lower operating costs through the use of client server and Web technologies. An indication of Protech's success is seen in Protech's repeat customers who have experienced Protech's successful delivery of automated solutions on time and within budget.

Protech offers experienced program and technical child support resources to support all levels of program management and information technology system integration needs. Protech continues to invest in improving its CSE offerings and offers new innovative solutions ranging from federally certified CSE case management solutions to comprehensive payment processing management solutions. As one of the Protech's experience covers a large variety of the recognized platforms and architectures in use throughout the public sector, providing the child support industry with a full range of services.

- Business and Information Architecture Strategic Planning
- Business Process Reengineering and Change Management
- Design, Development, and Implementation
- Maintenance and Operations
- Project Management, Quality Assurance and Independent Verification & Validation
- Staff Augmentation

CSEnext Solutions Available from Protech in 2005

✓ CSE Dashboard Processors

- **Rich User Interface** - View all data in a seamless user environment with intuitive design featuring, dockable dynamic panes, tabs, etc.

- **Home Page Task Control** - Monitor and control all tasks in progress by selecting from various views: List View, Graphic View, Plan View and Process History

- **Forum Format** - Permits recording of action in an easy format by selecting the results of an action or document; create a case note and post.

- **Synchronized Views** - Choose a Graphic View to see tasks sequences; a Plan View to monitor task progress according to budgeted times; and Process History to access all actions for a case.

- **Task Overrides and Parallel Tasking** - Use task overrides and the ability to parallel tasks to expedite case activities.

- **Intelligent Dynamic Panes** - Enable users to start/update tasks without navigating through multiple screens

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✓ CSE Customer Service Portals

- **Employer Portal**

  Provides the following online features:
  - ✓ Employers receive online notices including employment verification and income withholding notices
  - ✓ Agency receives reports / information from employers - New Hires, Terminations, Insurance Coverage
  - ✓ Send Billing Statements
  - ✓ Collect payments through e-check, credit card/ debit cards
  - ✓ Enables employers to manage their tasks and schedules
  - ✓ Collaborative interactive features - Live Help, Instant Messaging, Forums

- **CP/NCP Member Portal**

  Online customer support:
  - ✓ Receive online applications for services
  - ✓ Provide collaborative tools - live help, messaging, forums
  - ✓ Compute support obligations online
  - ✓ Enable CPs to setup Direct Deposit for remittances
  - ✓ Provide case financial details and history to CP/NCPs
  - ✓ Gather anonymous tips, information on non-paying members
  - ✓ Schedule and manage appointments with CP/NCPs
  - ✓ Gather updated personal information online from CP/NCPs

- **Locate Portal**

  Manage locate data and activities in one location by:
  - ✓ Accessing information on possible location and employment of NCP member
  - ✓ Generating verification notices to employers and postal agencies
  - ✓ Finding and eliminating duplicate addresses - normalize addresses
  - ✓ Searching and locating credit profile and details of assets owned by NCP
  - ✓ Integrating and searching for information on NCP in databases of external data providers/ agencies

✓ CSE Business Intelligence Reporting

Protech's Business Intelligence Reports provide answers to your questions so you can make informed decisions such as:
- How can I gather and analyze insightful information on operations?
- How can I monitor trends in the CSE service delivery process?
- Can I analyze data multi-dimensionally?
- Can I drill down through multiple levels of information for further action?
- Can I provide secure and controlled access to reports?
- Does my software provide a strong executive decision support system?