



**FOR IMMEDIATE RELEASE**

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**ImageScan Strengthens On Demand Customer Support**  
*Customer Service Portal Exceeds Customer Requirements*

LANHAM, Maryland, February 1, 2011 – ImageScan Inc., a U.S.-based, leading software solutions provider for accounts receivables management and transactional content unification, announced today an updated customer service web portal that offers customers 24/7 access to mission-critical information. With the new portal, customers can directly access knowledge, people, and processes while maintaining continuous production.

On Demand’s Knowledge Base offers customers real-time access to answers, tutorials and release information. By using both implicit and explicit feedback from other customer users, the portal’s search capability ensures the most relevant search results are made prominent. To offer the most complete customer service experience, ImageScan provides clients with a dedicated U.S.-based Support Account Manager, the ability to elect after-hours emergency pager service, and immediate phone interaction with trained service representatives. The portal also allows for online call tracking, incident reporting and escalation to best serve the needs of customers. Clients can report issues or request software enhancements and learn best practices from ImageScan or even other users, among other self-service activities. By having the ability to open a case number, they can follow the progress of their case numbers through development, quality assurance, and release timing. A new user interface capability will greet customers upon their next login.

“The extension of our customer service model gives our clients access to eLearning modules and other information facilitating faster on-boarding of new employees as well as the ability to bring newer capabilities to market quickly without costly vendor consulting,” says Jeffrey Sinofsky, Director of Customer Service of ImageScan Inc. “Our customers, who each process millions of dollars per day in automated clearing house as well as paper transactions for many thousands of clients concurrently, need the most immediate and up-to-date information to run their operations efficiently.”

The On Demand customer service portal has been very well-received with users during the beta phase and is expected to become even more popular in full release.

**About ImageScan Inc.**

ImageScan Inc. is a U.S.-based, leading software solutions provider for accounts receivables management and transactional content unification. Founded in 1992, ImageScan is a top supplier to Tier 1 financial institutions in the U.S. and a Microsoft-certified partner. Servicing Fortune 500 customers, ImageScan offers industry-specific solutions and services to organizations within banking, healthcare, government, outsourcing, non-profit, insurance and fulfillment. By deploying solutions in a timely, non-disruptive, and cost-effective manner, ImageScan offers customers a reduced cost structure, optimized business intelligence,

increased accuracy and the ability to provide differentiated services to their marketplace. With unmatched innovation and superior customer service, ImageScan's solutions are fully scalable and operate in some of the most demanding of HIPAA, PCI and anti-fraud environments to meet customers' evolving needs. For more information, visit [www.goImageScan.com](http://www.goImageScan.com) or call (301) 306-0700.

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