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Partnerships, New Solutions, Awards and More Make NISC®'s 2009 Annual Member Information Conference a Success

Lake Saint Louis, Mo., October 5, 2009 – This year's Member Information Conference (MIC) was filled with many learning opportunities and sessions for National Information Solutions Cooperative® (NISC) Members and Customers. This premier learning event showcased NISC's ability to take advantage of new technologies that enhance the iVUE® Enterprise Solution. Highlights from the event include the announcement of new partnerships, new products and releases, as well as recognizing several members of the NISC Community during the awards banquet.

NISC Announces Strategic Partnerships

During the opening session, NISC President and CEO Vern Dosch announced that NISC partnered with Federated Rural Electric Insurance Exchange and Lockton, NISC's insurance broker, to introduce a new cyber insurance program. This insurance will protect NISC Members from the costs and liability of hackers, stolen laptops, corruption or deletion of data and programs from networks.

David Bonnet, NISC Vice President of Utility Solutions, announced the NISC / Google channel partnership during the Utility General Session. With this channel partnership, NISC will provide Google PowerMeter to NISC's utility Members/customers as a fully integrated customer self-service option through its new iVUE Meter Data Management System (MDMS). The NISC MDMS allows utilities to leverage the growing volumes of Advanced Metering Infrastructure (AMI) and Smart Grid data into NISC's existing iVUE Enterprise Solution. The NISC / Google relationship will enable end-users of NISC's self-service application to enroll, login and view hourly and daily consumption information on their personal electricity usage, helping them understand their consumption patterns and make more informed choices about how they use electricity.

New Products, Enhancements

Gerry Fisher, NISC Vice President of Telecom Solutions, announced software enhancements and new product offerings at the Telecom General Session. NISC's new Marketing Campaign solution was highlighted and how it operates within the entire iVUE Enterprise Solution was demonstrated. There was also an overview and demonstration of the upcoming Accounting and Business Solution 2.x product as well as an update of the installation progress of new engineering solutions such as Facilities and Trouble Management, Mapping and Mobile WorkForce. The project scope and plan for NISC's new provisioning project was also unveiled to attendees.

NISC's innovations team unveiled Document Vault™, an iVUE Solution that combines document imaging, electronic document management and storage to streamline business process workflow and is completely integrated with other iVUE Enterprise Solutions.

The NISC Community Awards Banquet

During the awards banquet, the NISC Community Award for Service Excellence recognized three cooperatives who documented their experiences using NISC products to enhance or improve their customer service experience. Awards were presented to:



- Mountain Telephone (West Liberty, KY) - Service Excellence in People: Service Distinction Award for their MetaSwitch project
- Snapping Shoals EMC (Covington, GA) - Service Excellence in Process: Innovation Award for their initiative to integrate the workflow module of OnBase to manage the bad check collection process
- Dickey Rural Networks (Ellendale, ND) – Service Excellence in Technology: Technology Award for their Auto Provisions Phone Services project

Also during the banquet, the Brian Wolf National IT Learning Center® celebrated the achievements of a select group of learners who set themselves apart from their peers. Through dedication and hard work, these learners earned iVUE CIS Certification. The two certification levels recognized are Associate and Professional. Certification earned is dependent upon the number of credits accumulated.

The 2009 Associate level recognized recipients are: Kathy Davis, Otero County Electric Cooperative, NM; Kathy Grelson, East Central Energy, MN; Cindy Straight, LaPlata Electric Cooperative, CO; Pat (PAM) Belk, First Electric, AR; Sarah Dreibelbis, Noble REMC, IN; Candy Hicks, Claiborne Electric Cooperative, LA; Stacy Jones, Claiborne Electric, LA; Karen Southerland, First Electric Cooperative, AR; Melissa Watts, Claiborne Electric, LA. The 2009 Professional level recipients are Kent Barnes, Intercounty Electric, MO and Jennifer Smith, Oklahoma Electric, OK.

Banquet guests also viewed the winning entries of the NISC MIC Video Contest, where Members were asked to submit short videos showing how NISC has improved their operations. There were two grand prize winners: Dickey Rural Networks for its submission entitled “Super Heroes” and Jackson Energy (McKee, KY) for its submission entitled “A Wedding in McKeeberry.”

Partners and Exhibitors

Several partner / exhibitors participated in the MIC, including: Aclara, Border States Electric, Comsquared Systems, Inc., Cooper Power Systems/Cannon Technologies, Cooperative Response Center, Inc.®, Davey Resource Group, Enhanced Telecommunications, Inc., Fairview Consulting, iGear®, Spida Software™ and The Windward Group, LLC.

NISC welcomed several partner / sponsors / exhibitors, including: Dell, Inc.™, Equifax, Inc.®, ESRI®, John Staurulakis Inc., Milsoft Utility Solutions, ONLINE Utility Exchange and SonicWall High Point Networks Inc.

MIC 2009 ended with a final closing session on Sept. 23.

About NISC MIC

NISC's MIC is held annually in two concurrent weeks and is attended by approximately 700 attendees each week. This year, NISC welcomed its second largest group of attendees in conference history, with 1,450 total attendees. The next MIC will be held September 8-10 and 13-15, 2010.

Throughout the conference, MIC attendees participate in more than 150 concurrent sessions related to NISC's Accounting and Business, Billing and Customer Care, Engineering and Operations and E-Solutions applications.

If you would like to review the presentations, handouts and videos from the 2009 MIC, please click [here](#) (a MyNISC login is required to access this page).

About NISC

National Information Solutions Cooperative (NISC) is an information technology company that develops, implements and supports software and hardware solutions for our Members/Customers. We deliver advanced solutions, services and support to more than 510 cooperatives and other public power entities and independent telephone companies in 47 states, one U.S. territory and Canada. NISC is an industry leader providing Information Technology (IT) solutions for



consumer and subscriber billing, accounting, engineering and operations, e-solutions, automated mailroom services, bill printing, third-party integration as well and more than 75 other IT solutions.

NISC has facilities in both Lake Saint Louis, Mo. and Mandan, N.D. and employs more than 760 professionals between the two locations. Additional information about NISC can be found at www.nisc.coop.

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