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Memorial Hermann Selects Delphi Technology's OASIS Professional Liability Suite for Claims Administration

OASIS solutions will enable Memorial Hermann to standardize and streamline claims processing to reduce time and cost while improving claim processing quality, patient safety and risk management

Boston, MA, November 11, 2009 — Delphi Technology, Inc., the leading provider of technology solutions for Professional Liability insurers, today announced that Memorial Hermann, the largest not-for-profit healthcare system in Texas, has selected Delphi's OASIS Professional Liability Suite for its new claims administration solution. The Delphi OASIS Suite includes solutions for claims, workflow and advanced reporting.

Implementation, including an extensive conversion, is already underway and on track for production use in March 2010. In addition to improved patient safety and claim processing efficiencies, the web-based OASIS solution will provide Memorial Hermann with an enterprise architecture to leverage the solution beyond claims; into underwriting, financial management, advanced analytics, policyholder services, and risk management.

Through the use of OASIS for standardized forms and the streamlined and high-quality procedures, Memorial Hermann anticipates significant improvement in process quality and reduction in overhead with the savings passed on to the consumer.

Key to Memorial Hermann's OASIS decision was the web-based design of the Delphi Technology solution; enabling a quick implementation to meet Memorial Hermann's aggressive timeline to move from a Third Party Administrator (TPA) to in-house claim processing.

Commenting on the Delphi decision, Renee Reimer, Memorial Hermann's Chief Risk Officer, said, "With the average industry overhead costs of more than 30 percent, hospitals spend a staggering \$500 billion on administrative costs, presenting a huge opportunity for cost and time savings for all stakeholders. With improved efficiencies through standardization, reduced costs and enhanced patient safety as our goals, we did an extensive market search looking for the best solution leading us to Delphi Technology's OASIS. Not only was Delphi's OASIS the only solution that met our business needs, the company's strong track record of success, ability to meet our aggressive timelines, and an unmatched depth of expertise in medical malpractice made for an unbeatable combination."

Reimer continued, "Bringing our claims operation in house with Delphi's OASIS will give us better control over the process and enable us to deliver the highest quality service to our insureds. We look forward to enjoying a significant cost savings which we will be able to pass on to the consumer, making this a winning situation for everyone involved. Additionally, we will have the

data at our fingertips for advanced reporting and analytics to help us implement an environment of continuous improvement in risk assessment, claims management, and patient safety.”

Delphi Technology’s Director of Sales, Phil Abrams, added, “More and more in the industry are looking for ways to improve efficiencies while reducing the overall administrative costs so prevalent in dealing with billing and claims processing. We appreciate Memorial Hermann’s selection of our OASIS solution and their recognition of the value of our expertise in providing solutions to meet their efficiency and cost goals, while also ensuring they will have the solutions in place to continue to enhance their operation as the industry continues to evolve. Our teams are already working side-by-side on the conversion and implementation, and we look forward to meeting Memorial Hermann’s March 1 target for production use.”

About the Memorial Hermann System

An integrated health system, Memorial Hermann is known for world-class clinical expertise, patient-centered care, leading edge technology, and innovation. The system, with its exceptional medical staff and 19,000 employees, serves southeast Texas and the greater Houston community. Memorial Hermann’s 11 hospitals include three hospitals in the Texas Medical Center and eight suburban hospitals. The system also operates comprehensive cancer centers, the LifeFlight air ambulance program, the area’s only burn treatment center, numerous imaging, sports medicine and rehabilitation, surgery centers, a Wellness Center, a chemical dependency treatment center, a home health agency, a retirement community and a nursing home. To learn more, visit www.memorialhermann.org or call 713.222.CARE.

About Delphi Technology

For more than 15 years, Delphi Technology has been a leading provider of technology solutions to the insurance and risk management industries. By leveraging its extensive industry knowledge and experience, Delphi Technology delivers a comprehensive range of innovative technology solutions for professional liability insurers, third party administrators (TPAs), self-insureds, and risk retention groups (RRGs).

Delphi Technology’s OASIS suite provides proven software applications to run core insurance operations including underwriting, billing, policy administration, claims management, financial management, risk assessment, and reinsurance. OASIS enables companies to optimize their business processes and respond to changing business needs resulting in reduced costs, increased operational efficiency, and improved business intelligence.

Delphi Technology’s professional services staff of 150+ technical and insurance experts utilize a proven implementation methodology ensuring the transfer of necessary market and business expertise throughout the deployment process resulting in successful implementations that come in on schedule and on budget.

Headquartered in Boston, MA, Delphi Technology has sales, support and development offices throughout North America

For more information, please visit us at www.Delphi-Tech.com or call 617 259-1260.