



February, 2010

Dear **Centramax** Users,

We understand that your Centramax software may be sunset in March 2011. That date is a roughly year away, and considering budget cycles, software decisions, implementation and staff training, NOW is the time to begin considering your options.

If you haven't explored our call center software, we encourage you to take a look. LVM Systems has been serving the healthcare call center industry for 21 years. We provide solutions for all shapes and sizes of call centers, from community hospitals to university settings and even the largest nurse triage center in North America.

And for the record, we've already converted 45 former Centramax customers to our Centaurus software. We have the change-over process, including data conversion, down to a science.

McKesson/RelayHealth's "sunset" announcement means that approximately 100 Centramax customers will be seeking a new software solution. LVM would love to welcome everyone to convert to our Centaurus software - but in reality, we can manage 50 new clients comfortably within the sunset time frame. We want to assure that each new customer gets the individualized attention it needs for a smooth transition.

To make this decision a little easier, LVM Systems does offer you two options:

- **Installed software solution:** this is licensed and installed on servers and PCs located at your organization. This is probably the method you license software currently.
- **Hosted software solution:** LVM can host the software for you at a secured data center, allowing you to "skip" several of the implementation steps that involve your organization's I.T. department. You would access your software and data through the Internet using Windows Remote Desktop. We refer to this solution as VCC, or Virtual Call Center.

How to get started? Your first step is to contact your regional LVM Sales Director. They are all former call center managers and also knowledgeable industry resources. You can call LVM at 480.633.8200, ext. 223 or find your representative on our website at www.lvmsystems.com/centramax.php.

We invite you to consider LVM today - and begin enjoying the benefits of working with a company that is truly concerned with the growth of the healthcare call center industry and each of our individual clients.

Best Regards,

Leslie V. Mortensen
President and CIO