



Southeast Customer News Bulletin



Stokes County Joins The Keystone Family Danbury, North Carolina—March 2006

Keystone Information Systems, Inc. is pleased to announce the newest addition to our North Carolina PAAS customer base. On January 30th, Stokes County, NC signed a contract with KIS to provide software, services and hardware to replace their current COTT system. In addition to the core PAAS applications, Stokes will also be implementing Web PAAS, Image PAAS and GeoPAAS. Upon completion of the project, an ESRI map data interface with GeoPAAS will also be available to our customer base.

With a population of around 45,000 and a parcel count of 28,000, Stokes County is located about an hour north of Greensboro, NC and borders Patrick County, Virginia. We would like to extend this public welcome and “thank you” to Stokes County and in particular to **Wren Carmichael**, Tax Administrator and **Dianna Fulp**, IT Director, whose determination to bring in the PAAS system made this happen. We also wish to thank our PAAS clients for many positive and supportive references, in particular **Edgecombe County** for their consistent support and willingness to host site visits!

Many of our long time users will recall that Stokes County had been an EDS customer until around 1998 and will certainly remember some of the same Stokes County staff.



User Group Planning

We know that it seems early, but Keystone’s annual national ‘NASU’ user’s conference will be here before you know it. Especially since it is undetermined if there will be an IDEAS meeting before then, we would like to encourage a great turnout of Southeast and PAAS customers at NASU this year, which will be held October 4th—6th, 2006 in southern New Jersey. We are planning a two day, full featured PAAS product track. Remember the conference is free and the majority of the meals are hosted by Keystone. The expense is mostly in travel (Philadelphia airport is very close by) and your lodging. Hope to see you there!

Look For Keystone In Your ‘Neck Of The Woods’ Too!

Speaking of conferences and shows, we wanted to give you an idea of where KIS will be this year in regards to NC and VA conferences. Please look for us at the following events:

- April 19th—21st NC Tax Collectors: Durham, NC
- June 25th—28th Treasurer Association of VA: Yorktown, VA
- July 16th—19th NC Joint Tax Collector/Assessor: Wilmington, NC
- September 7th—10th NCACC: Winston-Salem, NC
- September 27th—30th VA Commissioners of Revenue: Richmond, VA
- October 15th—17th NC League of Municipalities: Greensboro, NC
- November 14th—17th NC Assessors: Winston-Salem, NC

Please visit our booths in the exhibit areas if you are attending any of these conferences!

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Customer Support Procedures Reminder

We also thought we'd take this opportunity to provide a reminder about our client support procedures and we strongly encourage that everyone utilize the "Web SCAR System" which assists us in providing you with more timely responses and good communications in resolving your issues. Please contact **Julie Brown** or **Kristin Morrissey** if you are not familiar with use of that website.

Whether using "Web SCARs" or telephoning in for support services, new requests or issues should be directed to the assigned help desk staff person whose responsibility it is to escalate and route any issues which he or she can not directly resolve in a timely manner. We ask that you refrain from contacting Keystone personnel with new SCARs, even by email, if they are not assigned to Client Care intake, as this hinders our ability to provide the appropriate resources to all issues. Keystone's internal system and procedures provide visibility of all SCARs to the appropriate Product Managers, as well as company management. Please help us to allocate our resources to best serve you and all clients.

Thinking And Planning...A Message From Keystone's President, Judd Van Dervort, Jr.

The addition of Stokes County to the Keystone PAAS user community represents a significant opportunity for Keystone and for our PAAS clients. I, and Keystone, remain committed to enhancing and promoting our superior PAAS product line, specifically in the North Carolina and Virginia County and Municipal markets, and this new account win is an endorsement of that course of action. We recognize that while our customers are generally supportive of our goals to engage more of the North Carolina and Virginia Tax market, you also expect us to plan our resources properly. There may also be some concern about our ability to meet expectations for quality and timely user support as we engage in a major new project.

I want you to know that I, along with Keystone's Vice President of Operations, **Steve Juliana** and Keystone's staff at every level in the organization are committed to providing high quality support to our customers as we recognize it is not only right to do but that your satisfaction is key to our goal of increasing our share of this market. I want to continue to encourage you to contact Steve or me if you feel that your expectations are not being properly met through the course of normal operations.

As always, I personally appreciate your direct input to Keystone's planning and operations, as well as our to product growth. Thank you for your past support. I will be in North Carolina and Virginia many times throughout the year for several of the above listed trade shows and to visit with many of you and I hope that you will strongly consider bringing a big "Southeast Customer" presence to New Jersey this October.

With Best Regards and Thanks,