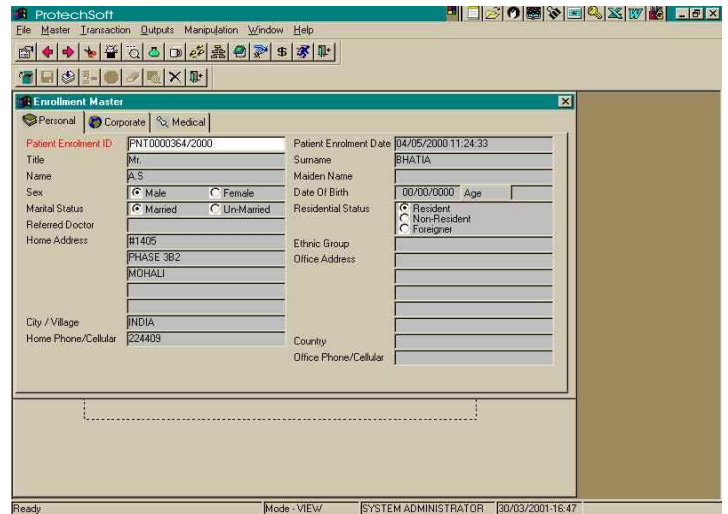


Child Support Systems

Delivering solutions that deliver support.

When you are a government service provider, you need to be able to access and track large volumes of information rapidly. In this age of automated government systems and e-Governance, it is essential that public sector customers take advantage of the latest technology to improve delivery of service and meet mandatory federal requirements. Especially in the critical areas of child support where time is a vital factor.





How can our Child Support Systems support you?

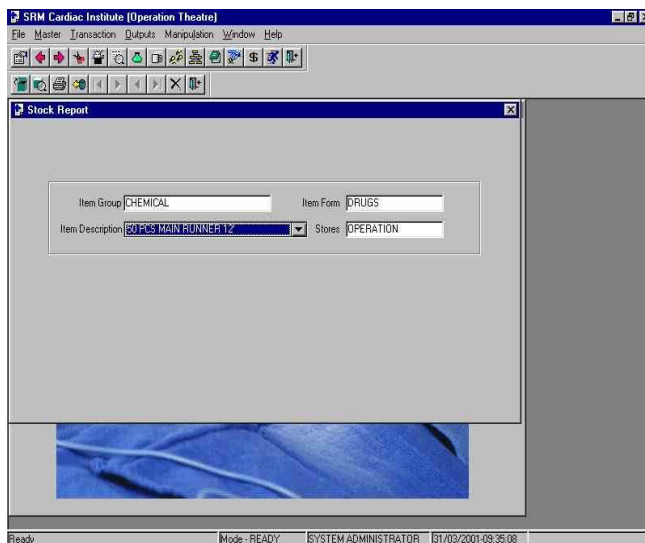
We have specialized for 6 years in the area of Child Support and have been involved in the successful design and development of certified FSA 88 mandated child support automated systems. We have developed and implemented a new concept in child support system systems to support case management and delivery of services through new technology. Our Federal Incentive Reporting Management systems, developed for state and local governments has been nominated for the 'Best Practice' Award from the United States office of Child Support Enforcement. We offer solutions that effectively meet federal tracking requirements and support case management needs. A critical part of our methodology is the creation of a data warehouse to serve as a multiple data source. This enables large amounts of data to be accessed

simultaneously. We are currently engaged in creating a third generation web-enabled certified child support enforcement system that is state-of-the-art.

What our Child Support Enforcement delivers?

We assist you with financial and case management redesign of existing legacy systems to improve worker performance and enable you to deliver the best support to your clients. Our services include:

- Design, Development and Implementation
- Testing and Training
- System Operations
- Quality Assurance and Consulting Services
- OnDist - PRWORA Re-design with Simple Distribution and processing which includes a sleek online distribution capability.
- Federal Incentive Reporting System(FIRM).
- OnTrack - A system which helps the user track online the events of a case as diary entries.
- SDU Implementation with Web-Based Billing.
- Migration of Legacy systems to Web-Enabled Systems.
- Single Point Processing.
- Customized Research Screens.
- Data Warehouse Services.
- Web-Based Application.





Some of our specialized areas of expertise:

OnDist is a sleek online distribution system that allows you to distribute payments according to the PRWORA guidelines. This feature allows you to view on the screen how a payment will be distributed and disbursed. The OnDist System also provides you with the ability to override the distribution with proper audit trails. These privileges are limited and are made available only to authorized users through a robust security module, providing the flexibility that is required in situations that demand a quick turn-around. This online system not only provides the capability to distribute the receipts online, but also provides a mechanism to undo an already posted and distributed payment, recover offsets and release held payments.

The OnTrack system helps a caseworker to keep the case on track. This system includes an online activity processor that acts on a set of activity chains. This processes a case sequentially through the various steps of an activity chain, be it establishment, location or enforcement activity. The system also includes a batch activity-monitoring program, which monitors cases for compliance and initiates

appropriate remedies. The batch monitor also helps cases progress to the next activity when it is due and without any user input. All activities are recorded in the system as diary events which help you understand the sequence of events chronologically. The system also provides alerts where required.

As part of the child support system implementation, we also provide a whole range of related services, as turnkey projects.

- Case management systems
- Financial systems
- Reporting systems
- e-bills
- Employer wage withholding
- EFT/EDI
- Customer access
- Web-based training
- Document management

Key benefits

- Provides the latest technology solutions that help meet federal requirements.
- Increases efficiency and improves performance.
- 'Smart Solutions' - Web-enabled and PWRWORA compliant systems - designed to make case management easier for workers and managers.
- Strict adherence to standards to interface with other programs and practices throughout a state's enterprises and permit exchange of critical data.



Technology Platform

Client Server Architecture

Operating System : Windows Environment / Unix
RDBMS : Oracle



**Solutions that
change lives.**

When it comes to handling large amounts of crucial data and delivering critical services, you need the support of systems that come with a proven track record. That is what our Child Support Systems solutions offer you - the assurance of years of experience coupled with the technology expertise to deliver consistently and efficiently. Helping you help people.

Protech. Your strategic partner in technology.

If you have a challenge, we at Protech have a solution. Established in 1995, we offer a comprehensive range of IT products and services in key domains and we also deliver functional solutions that are non-industry specific. We have a team of experienced and highly skilled professionals and consultants who combine technical skills, in-depth industry knowledge and commitment with business understanding to provide custom-made solutions to meet your specific requirements.

Other clients who have opted for our government solutions:



BUILDING EXCELLENCE INTO SYSTEMS

For more information on any of our government solutions, talk to us today.