October brought about the 2019 User Conference in State College PA. TCCS hosted several of our clients at this year's event. It was great catching up with everyone in an informal setting the night before at dinner and then in a more formal discussion during the meeting.

Among some of the topics at this year's meeting was Personally Identifiable Information (PII) and how it is collected in INSPRO. PII is used to Identify, Contact and Locate, so combinations of Name and SSN or Name and DL number would define this. It was discussed whether it is necessary to collect and store this in INSPRO since it can be found online in short order. If your company does want to store this, remember TCCS does encrypt and we have security settings for lower level operators to secure this field.

We also showcased the upcoming 6.0.0.0 Update which will be released in November. If you are on SQL (call us if you aren't sure), please remember to give us a call to schedule a remote support or actual on-site visit so that we can run the scripts. Options have been added for Declaration, Bill and Terrorism printing, CSV file expansion, Imaging options, Munich Re Flood, Agent ACH Commissions and SQL optimizations.

During our User forum, we discussed an Insured Portal. Most of the discussion centered around what it would require of your staff members to monitor, train and assist customers. It was instead suggested that the Insured should be directed to their agent for assistance, since the agent would have access to the same information. We invite you to share your opinion with us, and to join the upcoming webinar. Remember, TCCS has a google group as well. If you are not a member and would like to be, please email support.

Our web team has been hard at work. Some of our highlighted feature with our 6.0.0.0 Update will include a Loss Portal and a policy information portal. The ability to chat with the Agent using comments has been added. Also completed allows the Agent to reset their password in the event they have forgotten it. Chart and Usage graphics will show productivity for active agents and Agent download contacts by Line.

These are just a few features we wanted to mention. INSPRO is a robust application and continues to grow. We appreciate all of you who have shared your thoughts and opinions; they contribute greatly to making it the Policy Issuance system it is today.

Mike & Linda and the rest of the staff at TCCS