



Maryland Motor
Vehicle Administration
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Glen Burnie, Maryland 21062

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CUSTOMER SERVICE CENTER

1-800-492-4575
TTY

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WEB SITE

April 16, 2009

Mr. Jack Cheng
MS Technologies, Inc.
10110 Molecular Drive, Suite 305
Rockville, MD 20850

Dear Mr. Cheng:

I would like to take this opportunity to commend and thank you for the excellent development, maintenance and support you have provided to the Insurance Compliance Division for more than 10 years.

The Automated Compulsory Insurance System (ACIS) developed and implemented by MS Technologies has allowed the Insurance Compliance Division to automate manual processes and assist in the reduction of our workforce by more than 50%. Additional benefits of the system include, increased revenue collection of uninsured motorist penalty fees and accurate tracking of uninsured motorist statistics. ACIS is a user-friendly system that employees can easily be trained to use. The system provides an excellent audit trail and audit verification system in lieu of the previous mounds of paper accumulated by the legacy application.

Over the years MS Technologies has also developed and implemented numerous applications to supplement the ACIS. The Document Imaging Workflow System was integrated with ACIS to allow immediate access to support documents associated with an insurance verification case. In our continuing efforts towards the war on paper, the eFR19 application was designed and implemented by MS Technologies to provide a means for insurance agents to respond to customer requests for insurance verification and allows for the real-time restoration of registration privileges and updates to the mainframe legacy database. The Newly Titled Vehicle Program provides for batch insurance verification and auto generation of notices to vehicle owners if a negative insurance verification response is received.

MS Technologies has continuously provided excellent maintenance and support. Staff is always available for advice on technical and non-technical issues. MS Technologies was immediately available to assist in disaster recovery when a hard drive crashed, with minimal impact to customer service. MS Technologies not only considers MVA as their customer, but also considers the impact of their service on MVA's licensed drivers and vehicle owners.

Thank you for your continued support and dedication to the ACIS, Insurance Compliance Division and the overall Motor Vehicle Administration. With your continued cooperation and assistance we have been able to maintain a more efficient insurance verification system.

Sincerely,

Wendi Pumphrey, Manager
Insurance Compliance Division

Martin O'Malley - Governor
John D. Porcari - Secretary

Anthony G. Brown - Lt. Governor
Beverly K. Swaim-Staley - Deputy Secretary

John T. Kuo - Administrator

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