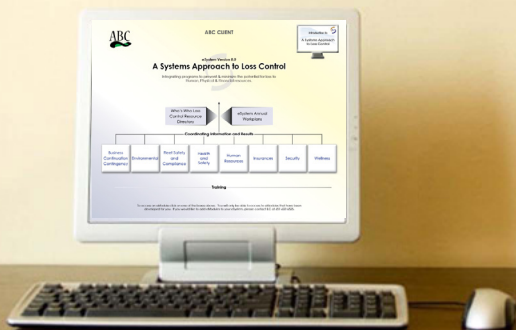


eSystem Support



"A Systems Approach to Loss Control"



ILC Support for Your eSystem

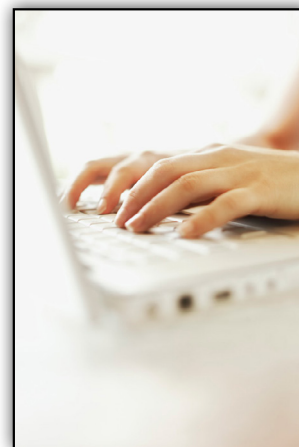
ILC's eSystem is a user-friendly, structured method of electronically managing Loss Control Program elements and standardizing information management. It also comes with a high level of assistance and added value from ILC's Support Services for maintaining and sustaining your eSystem.

ILC recognizes the importance of realizing the return-on-the-investment (ROI). From inception and beyond, ILC is readily available to assist you with your eSystem to ensure full functionality and sustainability. *We want you to succeed!*

Delivery Support

Up initial delivery, you will receive:

- In-person or online Orientation to the eSystem
- Weekly Orientation Tutorial Topics for 6 weeks, designed to familiarize administrators to their eSystem
- ILC's Support Services is available for ad hoc support via telephone, email, or video conferencing sessions



On-Going Administrative & Technical Support

Once your eSystem is in place, you are eligible to receive:

- Monthly Topics, relevant to your eModule(s), to keep administrators up to date on pertinent safety information
- Monthly Challenge Questions, relevant to your eModule(s), to keep administrators and supervisors familiar with their eSystem
- Detailed Administrative & Tutorial videos embedded throughout to further assist administrators and supervisors sustain their eSystem
- ILC's Support Services is available for support via telephone, email, or video conferencing sessions for administrative and functionality questions
- Access to knowledgeable, experienced consultants via telephone, email, or video conferencing