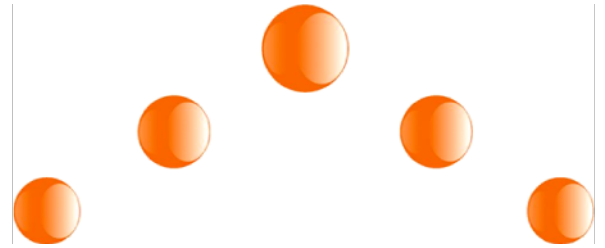




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Heffernan Insurance Chooses Cisco, Peak IP and Arc Solutions for their Unified Communications Strategy

Leading North American insurance group deploys high tech virtual communications network to provide even better service to their customers.

Raleigh, NC – February 2009 - Arc Solutions - the technology developer of Unified Communications applications for Cisco - has teamed up with Cisco experts Peak IP Solutions to provide a Cisco Unified Communications solution across Heffernan's network of insurance offices.

With an overall emphasis on customer service excellence, communication has always been a key element to the success of the company. In order to further improve service and ensure that "every call, every time" is answered by a friendly human voice, Heffernan chose to update their telephone network by implementing a single, centralized Cisco IP telephony solution. Designed and deployed by specialist Peak IP the enterprise, the system also needed additional functionality in order to best deal with customer calls. Peak IP and Heffernan both agreed that an operator center was the best option, as the majority of callers need to be efficiently transferred to colleagues within the business.

Arc Solutions was chosen by Heffernan to provide this additional functionality, due to its pedigree in being the provider of choice for operator solutions, designed exclusively to integrate to Cisco Unified Communications platforms. Arc was able to provide a centrally controlled operator centre solution, delivering a software based switchboard capability to 8 operators across Heffernan's offices, to serve customers and all 400 employees.

Arc Enterprise has proved extremely popular with operators, users and system managers alike. "The Arc Enterprise solution has been a fantastic addition to our Cisco IPT platform. We find it flexible, robust and extremely easy to manage" commented Daniel Kunsman, Systems Engineer at Heffernan. He has also been impressed with the increased level of customer service that using Arc has provided. He added, "Our response times are lower and more calls get to the right person, first time – our operators love the system!"

About Arc Solutions

Arc Solutions is a Cisco Technology Develop and OEM partner and works with Cisco resellers to help deliver best of breed Cisco IP telephony solutions. It has operations in North America, Europe, the Middle East and Australia. With its in house development, training and support capabilities, the Arc proposition is unrivalled within the Cisco voice applications market. For more information please call 877-956-0272 or e-mail inquiries@arcsolutions.com.

About Heffernan Insurance Brokers

Heffernan Insurance Brokers is one of the largest independent insurance brokerage firms in the United States and provides comprehensive insurance and financial services products to a wide range of businesses and individuals. Headquartered in Walnut Creek, California, Heffernan has a number of additional offices across the US. For more information please call 800-234-6787 or visit www.heffgroup.com

About Peak IP Solutions

Peak IP Solutions is a premier provider of Unified Communications and Networking Solutions. Our expertise encompasses VoIP, High Definition Video Communications, Collaboration, Virtualization, Storage and Disaster Recovery. Peak IP also offers a broad portfolio of Managed Services, including: Network Design, IT Services, Project Implementation & Management, Connectivity and Training. Information about Peak IP Solutions can be found at <http://www.peakipsolutions.com>