



Media Contact:
Carolee Dagenais
St. Nick Media Services
carolee@stnickmedia.com
207-725-5179

FOR IMMEDIATE RELEASE

OneShield Dragon® Receives High Marks in Novarica ACE Ranking

Westborough, MA – July 8, 2009 – [OneShield, Inc.](#), the developer of [OneShield Dragon®](#), an innovatively modern, rules- and tools-based, data-driven policy management solution, announced today OneShield Dragon® achieved a ranking of 91 on a scale of 100 in the [Novarica](#) Average Customer Experience (ACE) Ranking Report.

Novarica Average Customer Experience (ACE) Rankings are based on an online survey of senior technology and operational executives of at least five insurance companies who have direct experience with the vendor product and organization. The Novarica [ACE Ranking](#) survey asks respondents to rank his or her experience with the vendor and solution on a seven point scale ranging from “Completely Agree” to “Completely Disagree” against various positive statements about customer experience. OneShield Dragon received positive comments about the product’s use of modern technology, including Ajax, and a high score for overall customer satisfaction as well.

"OneShield's overall score of 91 is very strong compared to the average rankings for P/C policy administration systems," notes Matthew Josefowicz, Director of Novarica and lead researcher on the ACE Rankings project.

“OneShield is extremely pleased to have received such high marks from our valued customers”, said Heather Peacock, Senior Vice President, Sales and Client Services for OneShield. “We have had a banner year marking our 10th anniversary, and receiving accolades from our customers through an independent firm such as Novarica validates our team’s hard work and the flexibility of the Dragon product set.”

OneShield Dragon is a tools-based, data-driven insurance underwriting, policy administration, rating and workflow engine. Based on proven insurance practices and a well-defined data model, OneShield Dragon provides configurable and modifiable options to meet today’s goals and to adapt to future demands.

For further information, please contact Diane Noble at 508-475-0314 or dnoble@oneshield.com.

###

About OneShield

OneShield provides browser-based solutions to automate the sales and service of insurance and bond products for insurance carriers, major brokers, and managing general agents. Its flagship product, OneShield Dragon®, is a tools-based, data-driven insurance underwriting, policy administration, rating and workflow engine. Dragon provides configurable and modifiable options to meet today’s goals and to adapt to future demands. OneShield has offices in Westborough, MA, Glastonbury, CT and Gurgaon, India. **For additional information, visit www.oneshield.com.**

About Novarica

Novarica provides information, insights, and perspective on markets, operations, and technology to financial services and insurance executives and project teams. The company delivers its service through published research, retained advisory services, and project-based consulting. Novarica’s research includes market and trend analyses, best practices research, case studies, and independent analyses of insurance software vendors. Novarica draws its knowledge from the personal experience of its principals, the ongoing information gathering initiatives of dedicated research staff, and regular communication with insurer executives through informal networks and through the Novarica Insurance Technology Research Council. **More information is available online at www.novarica.com.**