

CSC

# 2012 POINT IN NETWORK CONFERENCE

SPARK THE  
IMAGINATION



April 16-19, 2012 • Blythewood, South Carolina

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CSCInsurance on Facebook for the latest CSC information.



Thank you for attending the 2012 POINT IN Network Conference. This week you'll have the opportunity to meet with colleagues and CSC experts and be part of a unique, creative, collaborative community.

CSC Guide.....	3
CSC Map.....	6
Conference at a Glance .....	7
Customer Community Events (Including maps and directions).....	10

## HAVE QUESTIONS?

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Stop by the registration desk in the atrium for assistance.

## CONFERENCE MEALS

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A grab-and-go breakfast and beverages will be offered each morning in the atrium. You can purchase lunch from CSC's full-service cafeteria between 11:00 a.m. and 1:30 p.m. (cash and major credit cards accepted). On Monday evening, join other attendees for a reception at CSC, and on Tuesday night, enjoy a dinner event at The Hall at Senate's End. These events are complimentary for attendees. The guest fee covers admission to the Tuesday dinner event but does not include daily breakfasts or the Monday evening event.

## INTERNET ACCESS

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Wireless service is available in the first floor atrium. Please visit the registration desk in the atrium to receive a user ID, password and instructions. Internet kiosks are also available in the atrium. Log on to WikonnecT to view the conference attendee list and complete a conference evaluation.

# CSC GUIDE

## **ADDRESS**

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CSC  
10301 Wilson Boulevard  
Blythewood, S.C. 29016

## **CAFETERIA HOURS**

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Hot breakfast: 7:00 a.m. - 9:00 a.m.  
Continental breakfast: 9:00 a.m. - 10:00 a.m.  
Lunch: 11:00 a.m. - 1:30 p.m.

## **VENDING MACHINES**

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Vending machines are located in the basement of the “B” building and in the cafeteria.

## **ICE MACHINES**

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Ice machines are located in the cafeteria and in the basement next to the vending machines.

## **ATM LOCATIONS**

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Bank of America ATM: located in the cafeteria.

Wells Fargo ATM: located on the west end of the first floor of the “L” building, near the walkway to the cafeteria. You will need a CSC employee with an employee badge to escort you to this section of the building.

## **EMERGENCIES**

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Immediately report emergencies to CSC personnel or CSC security at extension 4400.

## **FIRE AND OTHER EMERGENCY EVACUATION**

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Fire and emergency evacuation plans are posted at conspicuous locations throughout the building.

## **SECURITY ESCORT**

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Security personnel are available to escort you to your vehicle after dark. To summon a security escort, dial extension 4400.

## **RESTROOMS AND WATER FOUNTAINS**

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Restrooms are located near the elevators on all floors.  
Water fountains are located outside all restrooms.

## SMOKING

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CSC has designated one clearly marked area for smoking. It's located on the ground level behind the "A" building. To reach the smoking area:

- Exit the "A" building from the first floor lobby and walk down the stairs. You'll find the smoking area at the bottom of the steps.
- Exit the "A" building from the basement walkway area and take an immediate right. You'll see the smoking area clearly marked a few steps away.

## OFFICE SERVICES

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Feel free to use CSC telephones, including two in the Executive Briefing Center lobby, to call internally, externally, to other CSC offices, and long distance.

- Internal calls, dial the extension
- Local calls, dial "9" and the number
- Other CSC offices, dial "8" and the number
- Long-distance calls, dial "9", "1", the area code and the number.

A fax machine is available in the Customer Test Lab. The fax number is 803.333.3438.

To ask questions or obtain additional services, contact Carla Hall in the Customer Test Lab, or dial extension 4099.

## FED EX, POSTAL SERVICES

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Federal Express and U.S. Postal Service ground shipment services are available onsite in the basement of the "L" building (at the supply window).

The U.S. Post Office nearest CSC is located at 401 McNulty Street in Blythewood.

## LOST AND FOUND

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To report a lost or found item, please go to the registration desk located at the visitors' entrance in the atrium.

## POWER FAILURE

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If there is an electrical power failure, emergency lighting on each floor and stairwell will be activated. Follow the signs to the nearest emergency exit.

## BADGES

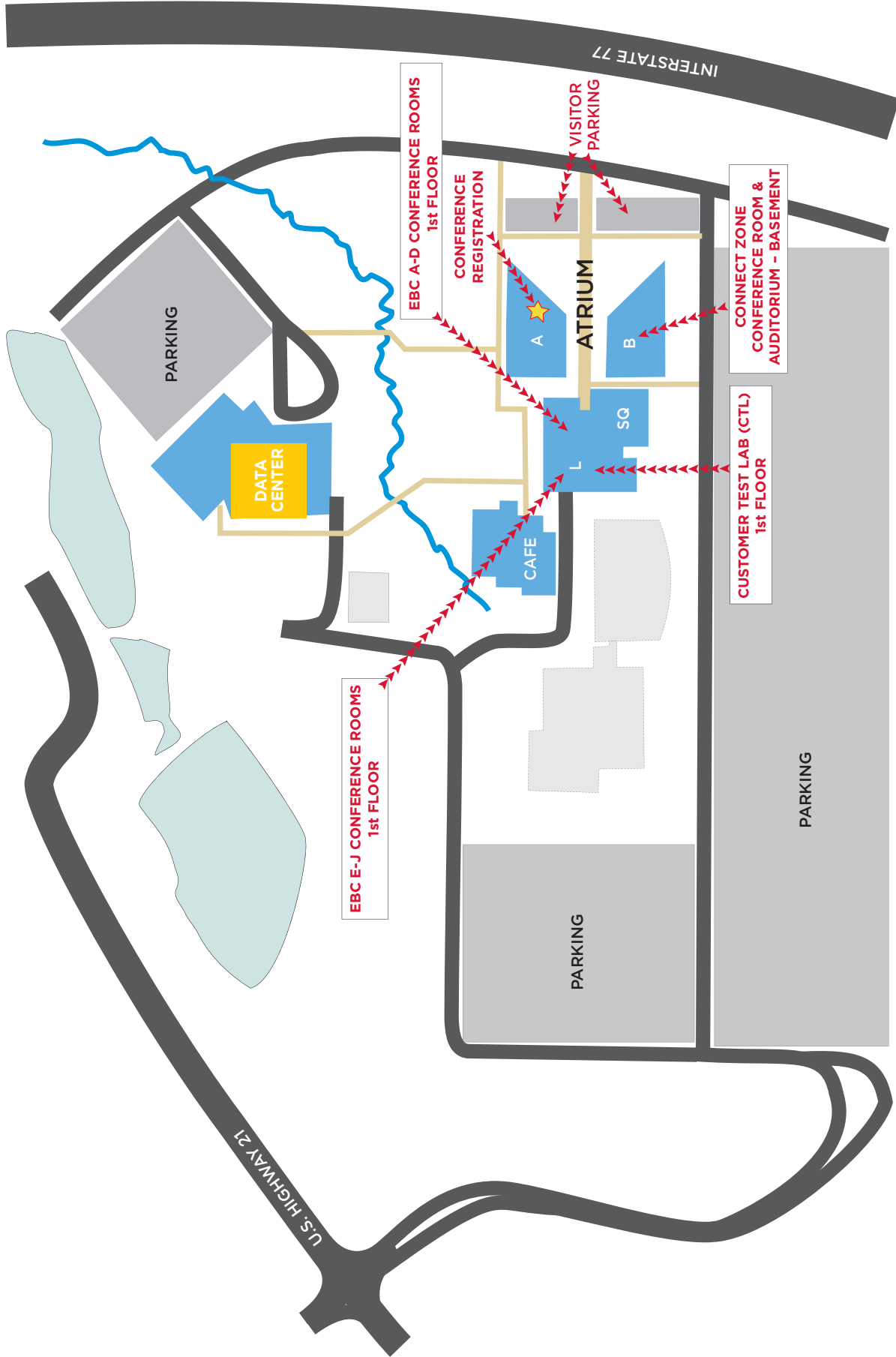
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Badges must be worn at all times while in the building. You must also wear your badge to gain entry to the conference evening events.

# CSC GUIDE

## LOCAL HOSPITALS

Dorn Veterans Administration Hospital	6439 Garners Ferry Road Columbia (Near I-77 and Leesburg Road) GPS: 33.976972-80.961777 N33° 58.6183', W080° 57.7066'	803.776.4000
Lexington Medical Center	2720 Sunset Boulevard West Columbia (I-26 at Exit 110) GPS: 34.006091-81.114497 N34° 0.3655', W081° 6.8698'	803.791.2000
Palmetto Health Baptist	1330 Taylor Street Columbia (Taylor Street at Marion Street) GPS: 34.0073718-81.0333049 N34° 0.4423', W081° 1.9983'	803.771.5010
Palmetto Health Richland	5 Richland Medical Park Drive Columbia (SC 277 and Bull Street at Harden Street Exit) GPS: 34.029492-81.0345673 N34° 1.7695', W081° 2.074'	803.434.7000
Providence Hospital/Heart Institute	2435 Forest Drive Columbia (SC 277 to Bull Street, left on Taylor Street) GPS: 34.01443-81.013112 N34° 0.8658', W081° 0.7867'	803.256.5300
Providence Hospital Northeast (Closest to CSC)	120 Gateway Corporate Boulevard Columbia (I-77 at Exit 19 - Farrow Road) GPS: 34.1044912-80.9551038 N34° 6.2695', W080° 57.3062'	803.865.4500



CSC • 10301 Wilson Boulevard • Blythewood, SC 29016

# CONFERENCE AT A GLANCE

TIME	SESSION NAME	LOCATION
<b>MONDAY, APRIL 16</b>		
7:30 a.m. - 5:00 p.m.	Registration Desk Open	Atrium
8:00 a.m. - 9:00 a.m.	Grab and Go Breakfast	Atrium
8:30 a.m. - 5:00 p.m.	Customer Test Lab Open	Customer Test Lab
9:00 a.m. - 10:00 a.m.	Agency Link Training Session	EBC-D
	Total Claims Solution: Give Your Adjusters the Tools They Need	EBC-C
	POINT IN Architecture Roundtable	EBC-J
	POINT IN EZ Data Capture Training	Auditorium
10:00 a.m. - 10:30 a.m.	Morning Break	Atrium
10:30 a.m. - 11:30 a.m.	Agency Link Training Session	EBC-D
	First-Time Attendees	EBC-F
	Going Beyond Basic Document Imaging and Workflow	EBC-C
	POINT IN Architecture Roundtable	EBC-J
11:30 a.m. - 12:30 p.m.	POINT IN Renewal Process Training	Auditorium
	It's Time to Start Putting Your Data to Use	EBC-C
	POINT IN Architecture Roundtable	EBC-J
	POINT IN Out-of-Sequence Endorsement Training	Auditorium
11:30 a.m. - 12:30 p.m.	Quality Session: Implemented Process Improvements	EBC-F
	WikonnecT Advanced User Training	EBC-D
	Lunch On Your Own	
12:30 p.m. - 1:30 p.m.	Lunch On Your Own	
1:30 p.m. - 2:30 p.m.	Agency Link Working Group	EBC-D
	BPO Working Group	EBC-C
	Business Analytics Working Group - Technical	EBC-J
	Policy Processing Working Group	Auditorium
2:30 p.m. - 3:30 p.m.	Reinsurance Working Group	EBC-E
	Agency Link Working Group	EBC-D
	BPO Working Group	EBC-C
	Business Analytics Working Group - Technical	EBC-F
2:30 p.m. - 3:30 p.m.	Policy Processing Working Group	Auditorium
	Reinsurance Working Group	EBC-E
	Afternoon Break	Atrium
3:30 p.m. - 4:00 p.m.	Afternoon Break	Atrium
4:00 p.m. - 5:00 p.m.	Agency Link Working Group	EBC-D
	BPO Working Group	EBC-C
	Business Analytics Working Group - Technical	EBC-F
	Policy Processing Working Group	Auditorium
5:00 p.m. - 6:30 p.m.	Welcome Reception	CSC Atrium
<b>TUESDAY, APRIL 17</b>		
7:30 a.m. - 6:00 p.m.	Registration Desk Open	Atrium
8:00 a.m. - 9:00 a.m.	Grab and Go Breakfast	Atrium
8:30 a.m. - 5:00 p.m.	Customer Test Lab Open	Customer Test Lab
9:00 a.m. - 10:00 a.m.	POINT IN Network Opening	Auditorium
10:00 a.m. - 10:30 a.m.	Morning Break	Atrium

TIME	SESSION NAME	LOCATION
<b>TUESDAY, APRIL 17</b>		
<b>CONTINUED</b>		
10:30 a.m. - 11:30 a.m.	POINT IN Product Update	Auditorium
11:30 a.m. - 12:30 p.m.	Birds of a Feather - CDR 51	EBC-D
	Birds of a Feather - Client File	EBC-F
	Birds of a Feather - Commercial Fire	EBC-J
	Birds of a Feather - Medicare	EBC-C
	Birds of a Feather - Out-of-Sequence Endorsements	Auditorium
12:30 p.m. - 1:30 p.m.	Lunch On Your Own	
12:30 p.m. - 1:30 p.m.	Innovation Tour (Optional) Meet at the Registration Desk in the Atrium	
1:30 p.m. - 2:30 p.m.	Advanced Claims Working Group	EBC-E
	Agency Link Working Group	EBC-D
	BPO Working Group	EBC-C
	Claims Working Group	EBC-J
	Policy Processing Working Group	Auditorium
	Workers' Comp/Regulatory Working Group	EBC-F
2:30 p.m. - 3:30 p.m.	Advanced Claims Working Group	EBC-E
	Agency Link Working Group	EBC-D
	Claims Working Group	EBC-J
	Policy Processing Working Group	Auditorium
	Workers' Comp/Regulatory Working Group	EBC-F
3:30 p.m. - 4:00 p.m.	Afternoon Break	Atrium
4:00 p.m. - 5:00 p.m.	Agency Link Working Group	EBC-D
	Claims Working Group	EBC-J
	Policy Processing Working Group	Auditorium
	Workers' Comp/Regulatory Working Group	EBC-F
5:00 p.m. - 6:00 p.m.	Advanced Claims Working Group	EBC-E
	Agency Link Working Group	EBC-D
	ALR Working Group	Auditorium
	Claims Working Group	EBC-J
	Workers' Comp/Regulatory Working Group	EBC-F
6:30 p.m. - 9:30 p.m.	Community Dinner Event Senate's End (Downtown Columbia)	
<b>WEDNESDAY, APRIL 18</b>		
7:30 a.m. - 5:00 p.m.	Registration Desk Open	Atrium
8:00 a.m. - 9:00 a.m.	Grab and Go Breakfast	Atrium
8:30 a.m. - 5:00 p.m.	Customer Test Lab Open	Customer Test Lab
9:00 a.m. - 9:30 a.m.	Operational Board Nominations and Voting	Auditorium
9:30 a.m. - 10:00 a.m.	Advanced Claims Working Group	EBC-J
	ALR Working Group	Auditorium
	Receivables Working Group	EBC-D
	Technical Working Group	EBC-F
10:00 a.m. - 10:30 a.m.	Morning Break	Atrium



# CONFERENCE AT A GLANCE

TIME	SESSION NAME	LOCATION
<b>WEDNESDAY, APRIL 18 CONTINUED</b>		
10:30 a.m. - 11:30 a.m.	ALR Working Group	Auditorium
	Receivables Working Group	EBC-D
	Technical Working Group	EBC-F
11:30 a.m. - 12:30 p.m.	Advanced Claims Working Group	EBC-J
	ALR Working Group	Auditorium
	Receivables Working Group	EBC-D
	Technical Working Group	EBC-F
12:30 p.m. - 1:30 p.m.	Lunch On Your Own	
12:30 p.m. - 1:30 p.m.	Innovation Tour (Optional) Meet at the Registration Desk in the Atrium	
1:30 p.m. - 2:30 p.m.	Advanced Claims Working Group	EBC-J
	ALR Working Group	Auditorium
	Document Production/Media Management Working Group - Technical	EBC-C
	Receivables Working Group	EBC-D
	Technical Working Group	EBC-F
2:30 p.m. - 3:30 p.m.	Advanced Claims Working Group	EBC-J
	CPP Working Group	Auditorium
	Document Production/Media Management Working Group - Technical	EBC-C
	Receivables Working Group	EBC-D
	Technical Working Group	EBC-F
3:30 p.m. - 4:00 p.m.	Afternoon Break and CSC Chorale Performance	Atrium
4:00 p.m. - 5:00 p.m.	CPP Working Group	Auditorium
	Receivables Working Group	EBC-D
	Technical Working Group	EBC-F
5:00 p.m.	Evening On Your Own	
<b>THURSDAY, APRIL 19</b>		
7:30 a.m. - 12:30 p.m.	Registration Desk Open	Atrium
7:45 a.m. - 8:30 a.m.	Grab and Go Breakfast	Atrium
8:30 a.m. - 12:30 p.m.	Customer Test Lab Open	Customer Test Lab
8:30 a.m. - 9:30 a.m.	POINT IN Network Closing	Auditorium
9:30 a.m. - 12:30 p.m.	CPP Working Group	Auditorium
	Document Production/Media Management Working Group - Technical	EBC-D
12:30 p.m.	Conference Adjournment	

**MONDAY CUSTOMER COMMUNITY EVENT**

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**The Atrium, CSC**

**5:00 p.m. - 6:30 p.m.**

GPS: 34.177701-80.974234

N34° 10.6621', W080° 58.454'

**TUESDAY CUSTOMER COMMUNITY EVENT**

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**The Hall at Senate's End**

**6:30 p.m. - 9:30 p.m.**

GPS: 33.99534-81.04629

N33° 59.7204', W081° 2.7774'

**Directions:**

From CSC, take I-77 South toward Charleston.

Take Exit 18 (I-277) toward Columbia.

Stay on I-277. It will turn into Bull Street.

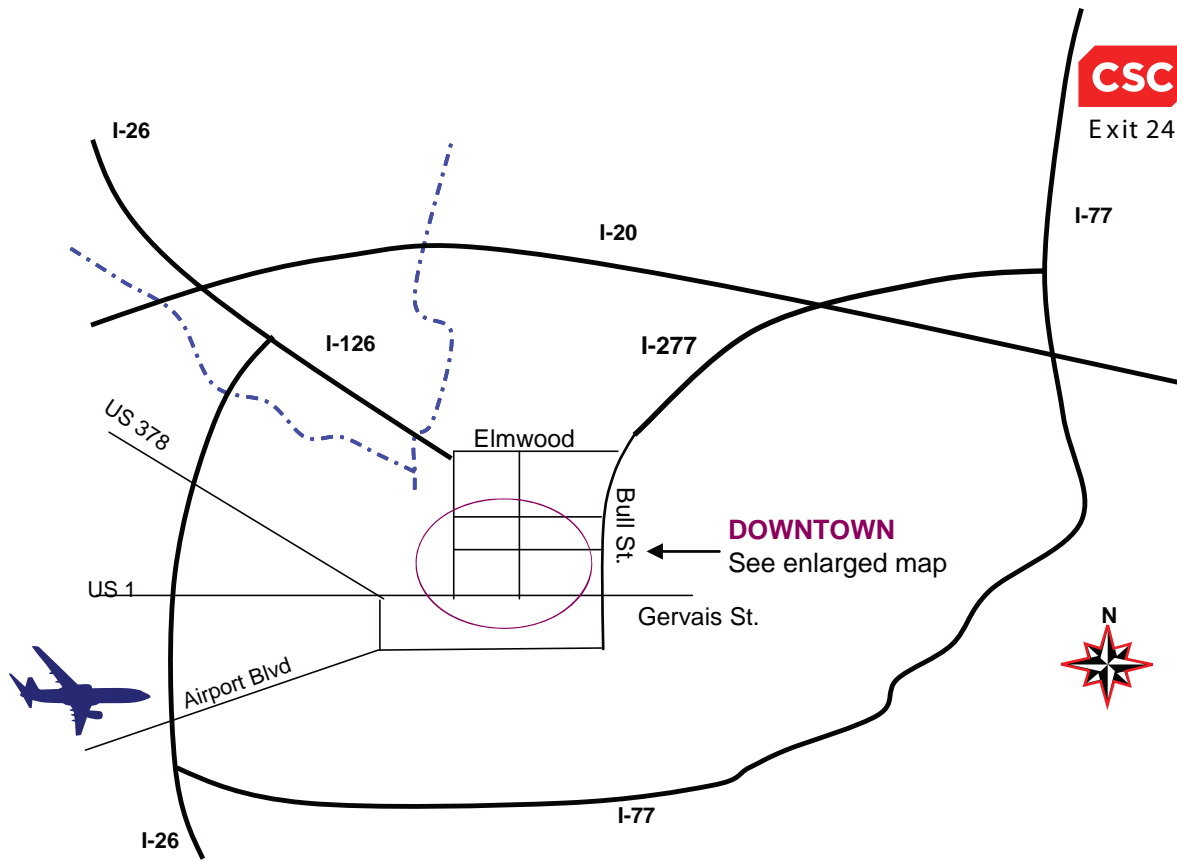
Turn right onto Elmwood Avenue and stay in the left-hand lane for about .9 miles.

Merge onto Huger Street via the ramp on the left. Stay on Huger Street for approximately 1.1 miles.

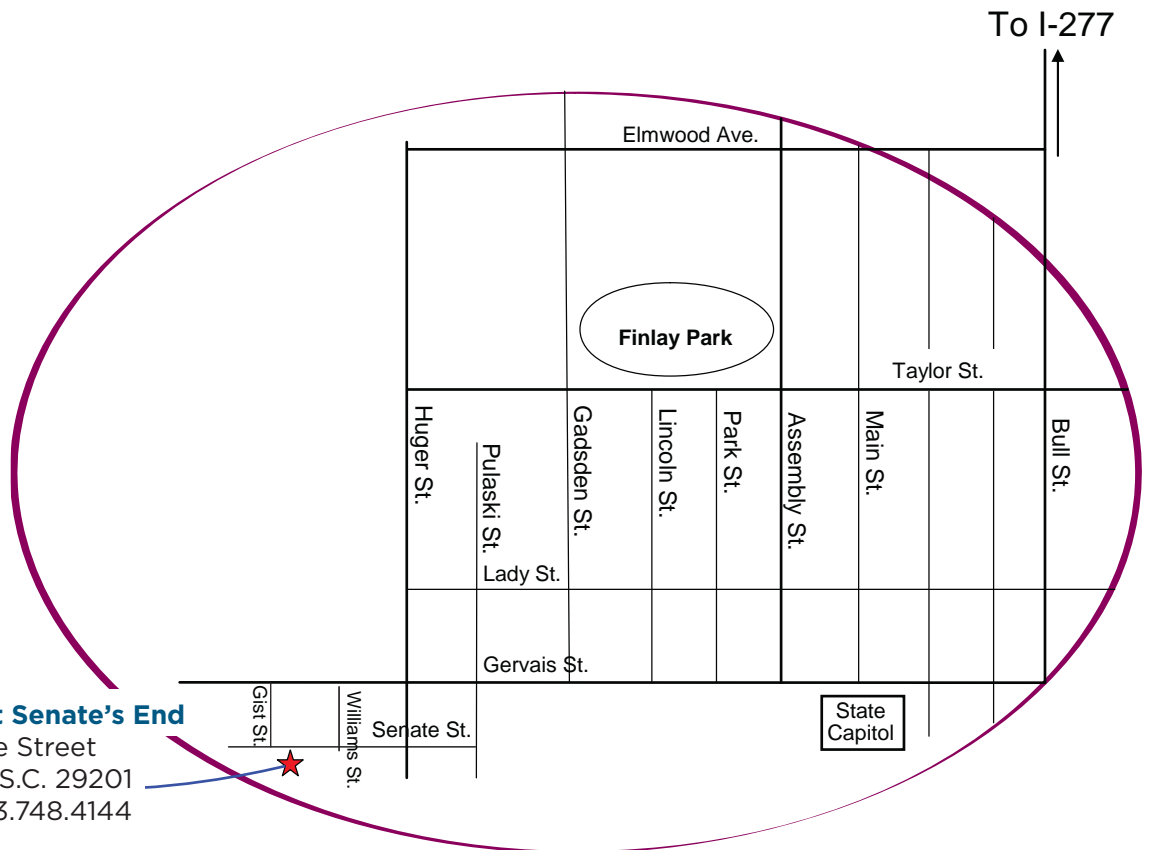
Take a right at Senate Street, just past the McDonald's.

The Hall at Senate's End will be on the left, at 320 Senate Street. Parking is available in front of the building (on the street) and in their parking lot. Parking attendants will direct you.

# CUSTOMER COMMUNITY EVENTS



## DOWNTOWN



**The Hall at Senate's End**  
 320 Senate Street  
 Columbia, S.C. 29201  
 Phone: 803.748.4144







# CONFERENCE NOTES

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# MARK YOUR CALENDAR FOR CSC'S CONNECT FOR PROPERTY AND CASUALTY

**September 16-20, 2012 • Gaylord Opryland • Nashville, Tennessee**

Visit the Connect conference website at [www.csc-fs.com/connect](http://www.csc-fs.com/connect) for more information and updates.



**Celebrate your successes with the CSC customer community — nominate your company for a Connect Award today. Visit the Network Conference registration desk for information on how to submit a nomination.**



## **2012 AWARD CATEGORIES**

- Industry Leadership Award
- Innovation Community Award
- Project Management Leadership Award
- Quality Management Leadership Award
- Technical Excellence Award
- The Well Connected Awards (one per product)
- Denim and Diamonds Award
- The Connect Award