



Resolute Meets Growing Customer-Care Needs with Release of Its *Healthcare Customer Engagement Software Solution*

Innovative Solution Offers Health Plans the Ability to Reach and Effectively Communicate with Customers and Members

SEATTLE – June 18, 2008 – Resolute Solutions Corporation, a leading business and technology consulting firm, today announced the launch of its new *Healthcare Customer Engagement* solution, which provides a holistic technology platform to enable customer intimacy between patients and health plans. A subset of Resolute’s healthcare customer engagement solution focusing on unified communications will be on display at the America’s Health Insurance Plans 2008 Annual Meeting in San Francisco, beginning today and ending June 20.

Resolute’s Healthcare Customer Engagement solution offers support for consumer engagement with technologies that provide solid, cost-effective foundations for creating, extending, and growing consumer relationships. Resolute, a Microsoft Gold Certified Partner is working with Microsoft’s U.S. Health and Life Sciences Group to create innovative solutions that enable health plans to reach and effectively communicate with their customers, members and providers across multiple channels. These technologies enable patients to proactively work with their health plans to manage their healthcare.

“In a challenging environment, health plans must raise their customer service levels and proactively manage the customer experience, consistency and handoffs across all service channels,” said Dennis Schmuland, MD, U.S. health plans industry solutions director, Microsoft Corp. “Resolute’s solution, built on the Microsoft software platform, helps health plans manage the entire customer experience – from interaction with a consumer portal, to customer care representatives, to CRM, and finally to analytics and business intelligence.”

While great strides have been made in effectively engaging consumers in the management of their health, ongoing successful engagement requires technology that is relevant to both healthcare plan providers and to patients. Healthcare consumers and organizations need to benefit from the same collaborative and connected technologies available to other industries. Resolute’s Healthcare Customer Engagement solution can act as a catalyst for continued innovation, as health care providers create new initiatives for engaging consumers around their health objectives.

“Our integrated solution also extends to health coaching, wellness initiatives and engaging broader audiences in their health,” added Resolute Healthcare Industry Director Lauren Schwartz. “With our deep knowledge of portals, unified communication technologies, CRM and business intelligence, we are able to devise innovative solutions that give consumers and healthcare organizations a truly interactive experience.”

July 17 Webcast

Resolute will offer a complimentary informational webcast regarding its Healthcare Customer Engagement solution on July 17, 2008, from 1 to 3 p.m. EDT (10 a.m. to 12 p.m. PDT, 11 a.m. to 1 p.m. MDT, 12 p.m. to 2 p.m. CDT). Registration is required.

Visit www.clicktoattend.com and use registration code 128858. Access information will be provided with registration confirmation. The Web cast will offer information how Resolute provides healthcare organizations with secure and relevant technology solutions.

About Resolute Solutions Corporation

Founded in 1996, Bellevue, Washington-based Resolute is a privately held business and technology consulting firm providing integrated solutions to Fortune 1000 and mid-market enterprises. Resolute leverages its specialized expertise in custom development and learning services to deliver end-to-end business solutions. Nationally recognized clients such as Health Dialog, United Water, Cisco, and Bryan Cave count on Resolute to maximize their technology investments by aligning technology needs with business goals. Resolute increases organizations' productivity by optimizing their voice and data-centric information and distilling it into knowledge provided to workers through user-friendly technology. User adoption is accelerated with Resolute's learning solutions which are geared toward educating the mobile information worker. Additionally, Resolute is a Microsoft Gold Certified Partner in four areas and has been named to the Microsoft National Systems Integrator (NSI) program. For more information please visit: <http://www.resolute.com>.

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