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API HEALTHCARE LAUNCHES CLIENT CONNECTIONS

New exclusive website provides intuitive support features and enables clients to connect with each other in a new and unique way

MILWAUKEE, WI-AUG 17, 2010—API Healthcare, the leader in healthcare-specific workforce management solutions, today announced the launch of Client Connections. The client exclusive website provides easy access to support materials, manuals and training materials with intuitive search capabilities. The website also enables clients to network with each other and API Healthcare workforce management technology experts through new social networking tools and features.

Client Connections replaces the existing API Healthcare web-based client support portal and takes it to a new level. The new site provides a robust client communication portal that allows those in need of technical support to quickly search and find help information or to file help tickets. In addition, the website provides new and unique social networking functionality that allows peer to peer connections, open forum discussions and access to a full database of training and educational materials.

“We are very excited about the launch of Client Connections,” said Lisa LaBau, senior vice-president of operations at API Healthcare. “Ensuring our clients have a positive experience throughout the life of our partnership is of primary importance to us. Client Connections not only provides an intuitive, easy to use solution for clients looking for quick answers to technical questions, but in a first for us, it enables clients to interact and connect with their peers in a meaningful and unique way.”

Client Connections users have the ability to search a comprehensive database for technical support information using full-text searching or by simply entering an error code. Clients also have access to all of their help tickets, whether open or closed, via their own private and secure support portal. Users automatically receive an email notification when the status of an open help ticket is updated or closed.

“Being able to view our entire history of tickets or easily search through the comprehensive database for quick answers to technical questions will help us solve technical challenges much more quickly and efficiently,” said Ray Turner, project leader, Rush University Medical Center. “The intuitive nature of the site makes it easier for my team to find what they need, enabling them to spend more time focusing on mission critical issues and less time looking for answers.”

Leveraging wiki type technology, blogs and social networking tools like friend lists and discussion forums, Client Connections makes it possible for clients to easily make connections with their peers. Users can set up their own profiles and “friend” other clients deploying similar solutions or facing similar talent optimization challenges. In addition, they can view and participate in technical discussions about solutions and best practices or current industry trends such as healthcare reform and staffing legislation. Users receive email notification when activity they have identified as relevant is recorded. For example, if a user posts a question to a discussion forum, they will be notified when someone posts a response.

User profiles and email notification can be fully customized to each individual user's preferences, ensuring notification on the client's terms.

Client Connections is the result of feedback gained via API Healthcare's client advisory board, a group of users dedicated to reviewing client feedback and providing recommendations for usable and relevant enhancements to the company's various workforce management solutions. Each year clients are invited to participate in the annual user group meetings where new solutions and enhancements such as Client Connections are announced. This year's event is being held Aug 17-20 in Milwaukee, WI at the Hyatt Regency.

About API Healthcare

API Healthcare (www.apihealthcare.com) is the largest healthcare-specific vendor of workforce management solutions to the healthcare industry. The company's staffing and scheduling, patient classification, human resources, recruiting, payroll, time and attendance, business analytics, and staffing agency solutions are used by more than 1,000 hospitals and staffing agencies. Founded in 1982, API Healthcare has been [rated by KLAS in the Top 20 Best in KLAS Awards Report](http://www.KLASresearch.com) (www.KLASresearch.com) as the top time and attendance provider system for the last eight years (2002-2009). More information can be found at www.apihealthcare.com.

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