

PRESS RELEASE

Lumtron Technologies Invests \$120K to Bolster Customer Service Response

Lumtron Technologies includes an investment of over \$120K as part of 2009 strategic plan.

Crystal Lake, IL, July 10, 2009 - Lumtron Technologies, Inc. (www.Lumtron.com), the leader in automated document capture and document management solutions for the retail insurance industry, today announced it is in the final stages of a \$120,000+ infrastructure investment designed to augment its client service and technical support department.

[Document management](#) is now the second fastest-growing area of IT spending - and an increase in demand for its [Accuralmage™](#) document management solution caused Lumtron Technologies to look for ways to respond to technical support tickets more efficiently and with the least impact on its customers. "The call volume generated by established customers is very low due to the fact that Accuralmage is rock-solid and very reliable," reports Dan DeSerto, President of Lumtron Technologies, Inc. "But technical support volume is bound to increase whenever a software company brings on as many new client relationships as we have in the last year." he adds. DeSerto concludes, "New customers are just not as familiar with the software and naturally have more questions. During this ramp-up period, we encourage new customers to call with any questions - even if just to review something that may have already been covered in their initial training."

This sharp increase in new customers could have created a problem for the technical support department, had Lumtron not been proactive in anticipating the growth. "In a down economy, companies are looking for ways to do more with fewer resources, and document management is the perfect solution," DeSerto points out. "We have even had clients report that after losing an employee, they were able to continue on without replacing that staff member - thanks to the productivity gains that Accuralmage has provided."

Lumtron Technologies is celebrating its 25th anniversary this year. DeSerto attributes the company's longevity to its commitment to continuous innovation and creating a superior client experience. "We had already been advised that our tech support was above-par in comparison to other vendors in our vertical," adds DeSerto, "but 'above-par' has never been good enough for us. We want our support to be the best in the industry - period."

As part of its strategic plan, Lumtron launched the infrastructure improvement project in late 2008. After investing in excess of \$80,000 in new hardware and software, and almost 1,000 person-hours in implementation and training over the last 8 months, Lumtron is positioning itself to roll out its new-and-improved technical support program to customers on August 1st.

About Lumtron Technologies, Inc.

Lumtron Technologies, Inc., is a premier provider of automated document capture and document management solutions within the retail insurance vertical. Accuralmage™ is fully integrated with all of the insurance industry's leading agency management applications, and combines document management and control with compliance management, workflow management, and retention management in one secure, enterprise-wide application. Accuralmage™ is fully scalable to meet the needs of any agency and is available in packages for agencies ranging from the standalone user all the way to the largest enterprise. Lumtron Technologies is based in Crystal Lake, Illinois. Please call 815-788-0088 or visit www.lumtron.com for more information.

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