



Your strategic litigation partner

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For Immediate Release: Medical Research Consultants' new V.P. of Client Services to oversee operational and client facing aspects of major software upgrade.

Medical Research Consultants (MRC), a woman-owned litigation support company specializing in record retrieval and nurse review, recently welcomed Denise Jackson as their new Vice President of Client Services. Ms. Jackson will play a pivotal role in the 2009 roll-out of a major upgrade to MRC's document management software, WiseFiles. In addition, Ms. Jackson will oversee all members of MRC's project teams and Information Technology staff, applying Lean Sigma and ISO principles to analyze and improve internal processes and client interactions.

Ms. Jackson has managed client-facing units for over 20 years. She describes her approach as client-focused, stressing, "One of my primary objectives is to identify opportunities for improving the client experience...I hope to apply the same principles of process improvement that I have successfully implemented in the technology industry to this new opportunity with MRC. The ultimate goal is for MRC's clients to have the most complete and accurate information delivered on-time and in a cost-effective manner to enable client success."

Formerly the North America Client Program Manager for Unisys, Ms. Jackson most recently served as the Global Director of Services for Toronto-based Opalis Software. Her experience includes management of IT, implementation, sales and global service desk teams, key criteria in a position straddling technical and operational challenges.

MRC's CEO, Doreen Wise, RN, EdD, recognized an opportunity when meeting Ms. Jackson to realize a broader business face. "As MRC expands into new markets, undergoes a significant software upgrade, and strives for continued superior quality and customer service, Ms. Jackson's experience and qualifications make her an ideal fit to take us to the next level," says Dr. Wise. She continues, "As MRC enters 26 years in business, we are committed to maintaining our position as essential support partners to the legal and insurance industries. Ms. Jackson will be an important part of our ongoing dedication to excellence in the years ahead."

For further information about MRC, please contact:

Alison Greene

Director of Marketing

713.314.3642

agreene@mrchouston.com

*Founded in 1983, MRC offers a comprehensive support solution for legal, healthcare, and insurance professionals, including **nurse review of medical records, record retrieval and management, lien research and resolution, coding audit and education, and call center services.** MRC has supported some of the largest mass torts on record, including toxic tort and products liability litigations, but also offers expertise in Pharmacovigilance, HCC Management, and individual personal injury cases. MRC is a certified woman-owned business, and is a preferred vendor for several major manufacturers and pharmaceutical companies. MRC has been a Primary Service Provider for the DuPont Company since 2005.*