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National Receivables Group Selects Contact Centre Solution from Noble Systems for Unified Customer Contact Management

NRG introduces Noble's integrated platform to deliver more efficient debt management services

Sydney, Australia – June 5, 2006: Noble Systems Australia, a global leader in contact centre technology solutions, has been selected by National Receivables Group (NRG) to provide technology to manage its debt management and collection activities. This is the first major technology introduction into the NRG agency process.

In line with NRG's continued development of new products, testing new techniques and working alongside their clients to ensure their strategies compliment their in-house functions, the introduction of the Noble Systems platform provides a flexible, custom solution with a universal queue, built-in database, and support for a high-transaction environment. The unified system provides a development environment that will interface with NRG Group's existing internal applications, offering a price-performance advantage. The Noble™ Solution also includes digital recording, real-time reporting and remote agent access.

“National Receivables Group is excited to begin this business venture with Noble Systems. They have a proven track record in the contact centre technology arena particularly in the collections industry, both in Australia and the rest of the world. No other vendor was able to match Noble Systems' responsiveness and we are looking forward to building a strong working relationship with them in the future,” said Michelle Bubke, Managing Director, NRG Group.

Paul Luketich, Managing Director of Noble Systems, says, “NRG Group is differentiated in the marketplace because of its commitment to partnering with national & international corporate household names, as a provider of their debt management solutions. Noble Systems is honoured to join NRG and to bring our contact centre technology expertise and know-how to this organisation. Our high-performance solutions offer NRG the flexibility and power to offer first-class services while at the same time continuing on their successful selective organic growth path.”

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About NRG

National Receivables Group are debt management professionals and have, partnering with national & international corporate household names, developed their business on a selective organic growth path, as a provider of their debt management solutions. Based in Brisbane, NRG has developed a culture of "peak performance" and a team of driven and competitive people.

NRG focus their collection services on three key areas:

- Corporate Commercial Collections
- Small & Medium Business
- Corporate Consumer Collections

NRG have no desire to be the "biggest" in the agency arena - simply the best.

NRG's website: www.nrggroup.com.au

About Noble Systems®

Noble Systems Corporation (NSC) is a global leader in contact centre technology solutions, providing innovative products since 1989. Tens of thousands of agents at hundreds of client installations worldwide conduct business using the award-winning Noble platform for inbound/outbound/blended communications. The scalable, integrated Noble solution includes advanced ACD and predictive dialling; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting, and real-time reporting and management tools. Based in Atlanta, GA, NSC is a part of the world's largest teleservices organisation, with operations in over 30 countries. For more information on this item or the company, contact us at (+61).2.9231.0222 or visit Noble Systems online at www.noblesys.com.

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