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The Affiliated Group Selects Noble Systems to Manage Debtor Contacts and Debt Recovery Programs

Receivables management agency selects blended contact technology from Noble Systems

Atlanta, GA – July 21, 2008: **The Affiliated Group, Inc** has selected the **Noble® Solution** from **Noble Systems Corporation** for blended inbound and outbound contact management in its debt recovery center. Noble Systems is a global leader in contact center technology solutions. The Affiliated Group has more than 80 years of experience helping companies create effective cash management strategies.

The Affiliated Group selected the Noble® Solution to manage blended inbound and outbound communications for its collection activities. With over 100 collection agents in its Rochester, Minnesota headquarters, The Affiliated Group specializes in medical debt recovery, receivables outsourcing, and debt buying. Noble's unified system gives Affiliated a single platform to increase the productivity and efficiency of their collection center. The customized Noble Enterprise solution includes outbound dialing, inbound skills-based call routing, digital recording, IVR, bi-lingual text-to-speech support for English and Spanish, and a complete suite of quality monitoring, management, and reporting tools, plus encryption tools to secure debtor and client information.

“We have a number of critical success factors for our dialing platform,” says Paul Skovbrotten, Vice President, The Affiliated Group. “These are: 1) Increase right party contacts, 2) Provide flexibility in features and technologies to meet our clients’ changing needs, 3) Improve integration with our existing systems, 4) Reduce the costs of maintenance, and 5) Enhance reporting for measurable functions. We feel that Noble Systems offered the best platform with advanced features and functionality to meet our current needs, and the scalability to expand the system and add new tools in the future to support our growth.”

James K. Noble, Jr., President and CEO of Noble Systems, says, “The Affiliated Group has a long history of providing high-quality receivables management services that meet the individual needs of their clients. With Noble Systems as their contact center technology partner, The Affiliated Group will be able to offer it

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clients even more features and tools for debt recovery and program management with a flexible, robust, and reliable solution. We are honored that The Affiliated Group has selected the Noble Solution as its contact center technology platform.”

About The Affiliated Group, Inc.

The Affiliated Group, Inc., started business in 1923 as a local credit bureau, but quickly expanded and evolved throughout the years to become a full service accounts receivable agency located in Rochester, Minnesota. With over 100 employees, The Affiliated Group is a quickly growing business specializing in the recovery of all types of debt and provides collection services for a whole spectrum of businesses – from Fortune 500 companies to the U.S. Government. For more information about The Affiliated Group, contact Paul Skovbrotten at 1-800-223-0290, via email at info@theaffiliatedgroup.com or visit www.theaffiliatedgroup.com.

About Noble Systems®

Noble Systems Corporation (NSC) is a global leader in contact center technology solutions, providing innovative products since 1989. Tens of thousands of agents at 1,000+ 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 dialing; 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 was the first vendor to offer an open, scalable, fully-distributed platform. For more information on this item or the company, contact Lee Allum at 1.888.866.2538 x538 (lallum@noblesys.com), or visit www.noblesys.com.

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