

PRESS RELEASE

For Immediate Release



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Keybridge Medical Receives 'Best Practices Award' for Contact Center Technology from Noble Systems

Healthcare Receivables group improves customer satisfaction with a commitment to quality

Atlanta, GA – May 30, 2008: Noble Systems Corporation, a global leader in contact center technology solutions, recently presented the 'Best Practices Award' to **Keybridge Medical Revenue Management (formerly General Audit Corporation)**. The award was announced at the SNUG 2008 Conference – a gathering of the Select Noble Users Group – held this month in Atlanta, Georgia.

The 'Best Practices Award' recognizes Keybridge Medical for its deployment of contact center technology to achieve its goals for reduced costs and increased productivity. The group uses advanced features including Text to Speech, an integrated agent desktop, call transfers, and skills-based routing to reduce call wait time and dropped calls, resulting in increased agent and customer satisfaction. Keybridge measures Customer Satisfaction using Customer Complaint and Resolution Tracking, Six Sigma, and Customer Surveys. The company has also developed a unique selection process for hiring and training agents. And, Keybridge has created an in-house technology development department, as well as an internal quality and compliance department for continuous process improvement.



Luke Ralston (left) accepts the Best Practices Award for Keybridge Medical.

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The Select Noble Users Group is designed to enhance the client's investment in the Noble contact center management solution. SNUG membership brings a variety of benefits to its members, including programs and events focused on building the relationship between Noble Systems and its clients.

"KeyBridge's overall strategy behind the contact center is to provide systems and expertise that effectively form a conduit between healthcare providers and their patients, allowing our clients to increase their top line revenue and decrease cost," says Scott Koenig, President of KeyBridge Medical Revenue Management. "Partnering with Noble Systems has allowed us to integrate the call center technology required to live up to our high standards of the best systems and services in the industry."

"Keybridge Medical is an excellent example of how a contact center can succeed through the use of technology in combination with a total organizational commitment to improved quality and performance," says Chris Hodges, Senior Vice President of Sales & Marketing at Noble Systems. "Keybridge uses several internal programs to complement its Noble Solution platform through integration, and they are reaping the benefits of their time and attention to detail by providing superior customer service and excellent client satisfaction."

About Keybridge

KeyBridge Medical Revenue Management is a leading provider of accounts receivable management services, including post-charge-off debt recovery, early-out programs, accounts receivable clean-up, and other services. By strategically implementing cash management programs designed to enhance the revenue cycle, KeyBridge is able to provide its clients improved cash flow while reducing cost of recovery. KeyBridge is headquartered in Lima, Ohio. For more information, visit www.keybridged.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® platforms 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, Noble 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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