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Florida Hospital - Adventist Health Receives ‘Best Practices Award’ for Contact Center Technology from Noble Systems

Premier healthcare provider improves customer service and increases collections

Atlanta, GA – June 4, 2009: Noble Systems Corporation, a global leader in contact center technology solutions, recently presented the ‘**Best Practices Award**’ to **Florida Hospital – Adventist Health Systems**. The award was announced at the SNUG 2009 Conference – a gathering of the Select Noble Users Group – held last month in Atlanta, Georgia.

The ‘Best Practices Award’ recognizes Florida Hospital – Adventist Health Systems for its use of technology and best practices to build a unified call center environment for its organization. The Hospital has combined services for its Customer Service, Collections, and Patient Pre-Registration teams into a single call center, serving over 1 million patients per year. The Hospital uses the **Noble® Solution** for blended inbound and outbound calls, with integrated IVR and text-to-speech tools and 100% digital recording of calls. The Hospital’s Pre-Registration programs have reduced wait times by 15-30 minutes per patient and have increased patient pre-payments. The Collections team uses “Virtual Agents” to leave automated messages with personalized information, which is helping to reach more patients and increase collections without typing up agent resources, saving the Hospital time and money. Automated surveys by the Customer Service team show an improvement in Customer Satisfaction. Using the Noble technology to integrate its call center activities has helped Florida Hospital by adding functionality, increasing efficiency, growing collections, and improving customer service.

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.

“Being a part of the Select Noble Users Group and attending Noble Systems’ annual user conferences has been an empowering building and networking tool that has continued to help Florida Hospital improve it’s Best Practices and to fully use the technology available from our Noble Solution,” says David Robinson, Florida Hospital System Administrator for the Noble platform.

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Chris Hodges, Senior Vice President of Sales & Marketing at Noble Systems, says, “Florida Hospital – Adventist Health Systems has been a Noble Systems client for nearly a decade, and they continue to evolve their contact center and increase efficiencies and performance with the Noble technology. Through our partnership, we have been able to help the Hospital reach its goals for process and service improvement year over year, from Pre-registration to Patient Bad Debt, and all the touchpoints in between, and we look forward to continuing to supporting them in their future activities.”

About Florida Hospital – Adventist Health Systems

Florida Hospital is one of the largest healthcare providers in America and a national leader in cardiac care. Established in 1908, Florida Hospital now includes almost 2,200 beds on seven campuses. Florida Hospital is dedicated to improving lives not only in Central Florida, but also around the world. As a destination hospital, it is committed to serving the health care needs of its patients with a holistic approach to heal the mind, body and spirit, striving to be the hospital of choice for patients, physicians and employees. Florida Hospital is the flagship hospital of the Adventist Health System – a not-for-profit healthcare organization that emphasizes Christ at the center of care. Founded in 1973, Adventist Health System has quickly grown to become the largest not-for-profit Protestant healthcare provider in the nation.

About Noble Systems®

Noble Systems Corporation (NSC) is a global leader in contact center technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 2,000+ client installations worldwide 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; and integrated IVR, recording, messaging, quality/monitoring systems, scripting, and real-time reporting and management tools. Based in Atlanta, GA, Noble Systems was the first vendor to offer an open, scalable, fully-distributed platform. For more information, contact Lee Allum at 1.888.8NOBLE8 or visit www.noblesys.com.

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