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RPM Grows its Collections Business with Technology from Noble Systems

Accounts Receivable Management company benefits from Noble's blended collection technology

Atlanta, GA – August 4, 2009: **Receivables Performance Management (RPM)** has selected the **Noble® Solution** from **Noble Systems Corporation** for blended inbound and outbound contact management in its debt collection centers. Noble Systems is a global leader in contact center technology solutions. RPM is an emerging leader in accounts receivable management, serving a range of clients from large Utilities and National Telecommunications Companies to the Banking Industry and small business.

Since initially purchasing the **Noble® Solution** for 22 stations in 2002, RPM has grown its business to extend to a new corporate headquarters in Lynwood, Washington, with a remote site in Portland, Oregon. The company now has over 180 agent seats between the two locations. The Noble Solution allows RPM to unify its collection activities with blended outbound and inbound automated contacts. Their *Noble Enterprise* platform is tailored to meet their unique technology needs, integrating outbound dialing, inbound skills-based call routing, digital recording, IVR support for automated messaging, integration to a proprietary collection system and an existing PBX, and a complete suite of quality monitoring, management, and reporting tools. The Noble platform features centralized management from the Lynwood corporate collection center, with remote agents in the Portland facility, and includes a replication system for complete data redundancy.

“As a part of our focus on innovation, RPM partners with leading technology suppliers, such as Noble Systems, enabling us to invest in competitive business differentiators, using proprietary software to customize our portfolio needs and optimize our business solutions,” says Howard George, CEO, Receivables Performance Management. “The people we employ, the values we exemplify, and the technology tools we invest in, together create the difference between meeting minimum contractual benchmarks and providing the consistent and superior excellence our clients appreciate and expect.”

James K. Noble, Jr., President and CEO of Noble Systems, says, “Receivables Performance Management’s core business values are very similar to our own – providing real value for our clients by

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helping them achieve their goals and keeping our promises to deliver results. Noble Systems is focused on helping our clients succeed and grow their business, and our relationship with RPM is a prime example of this commitment. We are proud to be a partner in RPM's success as its contact center technology partner, and we look forward to supporting their continued growth."

About RPM

Receivables Performance Management is a leader in receivables management and collection services to Fortune 500 companies faced with consumer write-offs and debt. The company has experienced tremendous growth since its inception in 2002. In 2008, RPM was named among the fastest growing private companies in America by Inc. 500, which ranked the company No. 65 in the Top 100 Private Financial Services Companies nationwide. www.receivablesperformance.com.

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 managed by agents at 2,000+ 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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