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Docomo interTouch Deploys Noble Systems' Award-winning Solution Across Contact Centers Worldwide

World's leading hospitality technology provider becomes a premier Noble account

Atlanta, GA – April 7, 2010: **DOCOMO interTouch Pte Ltd** has selected the **Noble® Solution** from **Noble Systems Corporation** for blended inbound and outbound contact management in its contact centers. Noble Systems is a global leader in contact center technology solutions. DOCOMO interTouch is one of the world's largest technology providers for the hospitality industry.

DOCOMO interTouch provides a comprehensive suite of solutions and services for the global hospitality industry, including reliable and secure Broadband Internet Access, Interactive TV, In-room Entertainment and IP voice telephony solutions all on one managed network platform. DOCOMO interTouch maintains round-the-clock network monitoring and multi-lingual customer support that enables its clients to offer a superior guest experience and ensure that the guest stays connected even while on the go.

DOCOMO interTouch has selected the Noble Solution to provide inbound/outbound and blended contact technology for its customer support and service centers located in Manila, Philippines; Shanghai, China; and Sao Paulo, Brazil. Noble's unified system gives DOCOMO interTouch a single platform to increase the productivity and efficiency of its contact centers. The system includes interactive voice response and digital recording, as well as Noble's award-winning Agent Desktop and Management and Reporting Portal, in a total solution that is tailored to meet the company's unique business requirements.

"A key focus for our success is working closely with our hotel partners to provide emerging technologies that enhance their guests' experience, while future-proofing their technology investments. We use this same standard when establishing relationships with our own vendors. We found that Noble Systems offered a solution platform with all of the functionality we needed in a technologically-advanced environment that would support future growth and changes as our business evolves," says Nicolas Mercier, Executive Vice-President for Global Operations, DOCOMO interTouch. "We look forward to working with Noble to unify our broad contact center footprint, improving our efficiencies so that we can provide a better experience for our hotel partners and their guests."

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James K. Noble, Jr., President and CEO of Noble Systems, says, “Working with DOCOMO interTouch is an exciting step for Noble Systems as we continue to expand our international presence and to grow our operations in Australasia. This partnership is the result of a team approach, involving Noble’s Authorized Reseller in the Philippines, Ilios Resources and Consultancy, Noble’s APAC Headquarters in Sydney, Australia, and resources from our corporate office in Atlanta, Georgia. DOCOMO interTouch is an organization with a clear commitment to advanced technologies, and being selected as the vendor for their customer service centers is a reflection of Noble’s leading-edge solutions and reputation for quality and excellence.”

About DOCOMO interTouch

DOCOMO interTouch Pte Ltd is the premier technology company providing a comprehensive suite of solutions and services for the global hospitality industry. Headquartered in Singapore and with operations throughout Asia Pacific, Europe, Africa, the Middle East and the Americas, DOCOMO interTouch has offices worldwide with over 1000 employees operating in 65 countries. Since 1998, DOCOMO interTouch continues to expand its operations, managing more than 8 million broadband connections each year in guest rooms, meeting rooms and business centers worldwide and more than 1.5 million interactive TV points and other multimedia services. DOCOMO interTouch is a wholly-owned subsidiary of NTT DOCOMO, a global leader in mobile telecommunications technologies.

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 4,000+ client installations worldwide conduct business using the award-winning Noble® platform for inbound/outbound/blended communications. The scalable, integrated Noble solutions include 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 or visit www.noblesys.com.

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