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Ameridial Receives 'Technology Innovator Award' from Noble Systems

Leading service bureau recognized for innovations in use of contact center technology

Atlanta, GA – June 15, 2011: Noble Systems Corporation, a global leader in contact center technology solutions, recently presented the '**Technology Innovator Award**' to **Ameridial, Inc.** The award was announced at the SNUG 2011 Conference – a gathering of the Select Noble Users Group – held last month in Atlanta, Georgia.

The 'Technology Innovator Award' recognizes Ameridial for its commitment to using best-of-breed contact center technology in its service bureau operations. The company has been using the Noble technology platform since 2004. Most recently, Ameridial migrated its 200+ seat Noble legacy system to the Noble SIPhony architecture, including a full development environment. With this upgrade, they are positioned to take advantage of the most advanced Noble functionalities and to improve stability and uptime.

"Ameridial is honored to receive the Technology Innovator Award from Noble Systems," says Jim McGeorge, Founder and CEO of Ameridial. "Our team works hard on a daily basis to exceed client expectations, part of which includes keeping up with best-in-class technology. We want to express thanks to the Ameridial IT staff and also to our partners at Noble Systems for their hard work in achieving this recognition."

"Ameridial is a long-time user of the Noble Solution, and over the years has taken advantage of our new technologies, such as our award-winning Noble Composer agent desktop designer and Noble Maestro management portal," comments Chris Hodges, Senior Vice President of Sales & Marketing at Noble Systems. "We are excited to see the success which Ameridial has had utilizing Noble's contact tools to improve the performance and efficiency of their organization."

About Ameridial, Inc

Ameridial offers flexible, scalable, and cost-effective contact center solutions for both large and mid-size clients. Founded in 1987, Ameridial has over 500 work stations across seven centers located in Northern and Central Ohio. Ameridial employs more than 800 service and sales professionals, processes over 100 million inbound and outbound calls annually and has received the distinction of being ranked as a "Top 50" teleservices agency since 1992 by Customer Interactions Solutions Magazine. Ameridial builds and deploys customized solutions that leverages our experience, expertise, responsiveness and flexibility to advance our clients business.

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About Noble Systems®

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Tens of thousands of agents at 4,000+ client installations worldwide conduct business using the award-winning Noble® platforms 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, Noble was the first vendor to offer an open, scalable, fully-distributed platform. For more information, contact Lee Allum at 1.888.866.2538 x538 or visit www.noblesys.com.

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