

PRESS RELEASE

For Immediate Release



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Noble Systems' North American Contact Center Survey Reveals Widespread Danger of Data Loss

More than 20 percent of respondents unprepared for facility-compromising catastrophe

Atlanta, GA – May 12, 2011: Noble Systems Corporation, a global leader in unified contact center technology solutions, announces the results of its latest survey of North American contact center operations, revealing that more than 20 percent of participating firms would lose all customer data and proprietary information in the event of a natural or accidental catastrophe that compromised the physical infrastructure of their facility.

“Business continuity is an ever-present concern inside the contact center, especially with the growing adoption of data-driven technology solutions,” said James K. Noble, President and CEO of Noble Systems. “That’s one of the reasons we give our users several choices for data redundancy and recovery solutions, with on-site, remote and hosted platforms. No other provider offers the same flexibility, feature functionality or innovative premise/cloud hybrid options.”

According to the Open Security Foundation, more than 112 million individual records containing personally-identifying information have been lost so far in 2011. Moreover, the National Archives and Records Administration reports that more than 90 percent of companies that lost their data center for 10 days or more due to a disaster filed for bankruptcy within one year of the disaster.

Conducted in the first quarter of 2011, the survey sought input from contact center managers about their businesses. The survey received responses from more than 400 companies from locations across North America that service a variety of sectors including collections, travel, health care and more.

About Noble Systems®

Noble Systems Corporation is a global leader in unified contact center technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 4,000+ client installations worldwide using the award-winning Noble platform for inbound, outbound and 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.