

Noble® Cloud EC

On-Demand Elastic Capacity for Your Enterprise Contact Center

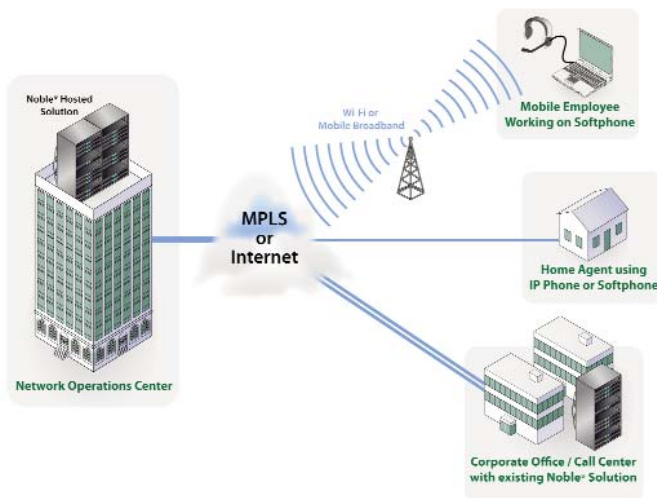
Noble® Cloud EC is an evolutionary solution that allows you to instantly access broader bandwidth to expand your contact center capacity on demand, wherever your agents are located. Featuring our 'elastic capacity' architecture, the **Cloud EC** platform provides a hybrid CPE and CaaS environment that breaks down traditional barriers to support volume spikes, peak periods, new programs, work-from-home agents, etc, and to help you grow your business – with no additional on-site hardware and no new software requirements.

Cloud EC works with your existing *Noble Enterprise Solution* platform. With *Cloud EC*, you can expand your capacity when you need it, with fast on-demand deployment using the same Agent, Campaign, and List Management tools that you use everyday, without requiring you to buy or maintain new equipment or increase total lines to support your expansion needs. Noble provides the additional capacity via our secure hosted environment.

Noble's Communication as a Service (CaaS) offer gives you the flexibility of a 'right-sized' solution. You get the benefits of using our cloud-based telephony network while keeping the management of your campaigns in-house. You have complete control of your campaigns using the *Noble Composer* and *Noble Maestro* toolsets that you already know and use on your Noble Customer Premise Equipment (CPE), and not a secondary software set with limited features. And, when you are ready to expand your premise-based equipment, the single system makes the transition to bring the cloud applications in-house quick and painless.

Cloud EC offers you the reliability and stability of Noble's hosting data center. We have created an environment that optimizes system availability with maximum uptime and protects your data, with state of the art equipment and services. Our facilities' features include:

- > Backup diesel generator, UPS power redundancy & redundant A/C systems
- > Multiple Carriers with disparate/redundant entry into datacenter
- > Multiple Voice (SIP) Gateways in order to provide rollover/failover
- > Servers equipped with Network Fault Tolerant NIC teams, redundant power & RAID arrays, with online backups for all equipment
- > PCI Compliant and SAS-70 Certified environment



- > Hybrid CPE & CaaS Platform for 'Instant On' Capacity to Add Agents When You Need It
- > No Additional Lines or Equipment to Buy or Maintain
- > Full *Noble Enterprise* Functionality & Features
- > Easy to Use Setup & Management Tools for Fast Deployment
- > In-house Control of Your Campaigns
- > Complete Visibility & Results Reporting
- > Limited Additional Training Time
- > Maintenance & 24 | 7 Support Included
- > Quick & Easy 'Migration' to Move Programs from Hosted to In-house