

# PRESS RELEASE

## For Immediate Release



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### **Noble™ RepliServer from Noble Systems Receives “Product of the Year” Award from Customer Inter@ction Solutions Magazine® for 2005** *Noble Systems is Honored for Outstanding Innovations in Contact Center Technology*

**Atlanta, GA – January 30, 2006:** Noble Systems Corporation, a global leader in innovative contact center technology solutions, has received a “Product of the Year Award” from *Customer Inter@ction Solutions®* magazine for its **Noble™ RepliServer** solution. The **Noble RepliServer** offers companies 100% data redundancy for continued productivity and up-time in the event of a natural disaster or a hardware failure. *Customer Inter@ction Solutions* has been the leading publication in the CRM, call center and teleservices industries since 1982™.

Noble Systems offers the peace-of-mind of 100% data replication to Enterprise organizations with the **Noble RepliServer**, allowing them to maintain production in the event of a hardware error, eliminating ‘lost’ time resulting from hardware issues. The replication solution consists of a dual-application server configuration, including a ‘standby’ server that is ready to take over operations in the event that the primary server becomes inoperable. **Noble RepliServer** also serves as an ideal disaster recovery solution, allowing centers to deploy the redundant server to a remote site should the primary location become inaccessible. The **Noble RepliServer** provides contact centers with a distinct business advantages, including complete data redundancy, automated Fail-over process puts the center back in production within minutes, recover and restart from intact intraday data for both inbound and outbound programs, disaster recovery with server deployment to a remote site; and protection for internal hardware failures as well as for natural disasters.

“Each year *Customer Inter@ction Solutions* magazine bestows its Product of the Year awards on companies that have demonstrated excellence in technological advancement and application refinements. For another year, Noble Systems has demonstrated to the editors of *Customer Inter@ction Solutions* that its products or services have gone the extra mile to help improve both the customer experience and the ROI for the companies that use them,” said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of *Customer Inter@ction Solutions*.

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James K. Noble, Jr., President & CEO of Noble Systems, says, “Noble Systems is continuously developing innovative solutions for the industry. The **Noble™ RepliServer** provides the crucial fail-over and redundancy tools centers need to help preserve up-time, maintain the database, and deliver continued productivity in the event of a system issue or disaster situation. We are excited to have this technology recognized by Customer Inter@ction Solutions – a leading industry resource.”

The Award listings for the 2005 Product of the Year program will be printed in the January and February 2006 issues of *Customer Inter@ction Solutions* magazine (view the magazine online at [www.cismag.com](http://www.cismag.com)).

### **About TMC®**

Celebrating more than 30 years as a leading publisher, Technology Marketing Corporation (TMC®) publishes *Customer Inter@ction Solutions*® and *INTERNET TELEPHONY*® magazines, Web portal TMCnet.com, and the online publications SIPTM, Speech-WorldTM, VoIP DeveloperTM, WiFi TelephonyTM, WiMAXTM, Alternative PowerTM and BiometriTechTM. TMC® is also the first publisher to test new products in its own on-site laboratories, TMC® Labs. TMC® produces INTERNET TELEPHONY® Conference & EXPO, VoIP Developer ConferenceTM and Global Call Center Outsourcing SummitTM. TMC offers live and online certification programs through TMC University. TMCnet.com publishes more than 14 online newsletters. Visit [www.tmcnet.com](http://www.tmcnet.com) for details.

### **About Noble Systems®**

Noble Systems Corporation (NSC) is a global leader in contact center technology solutions, providing innovative products since 1989. Tens of thousands of agents at hundreds of 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 is a part of the world’s largest teleservices organization, with operations in over 30 countries. For more information, contact or visit [www.noblesys.com](http://www.noblesys.com).

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