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Kidney Health Australia Selects Contact Centre Solution from Noble Systems for Unified Customer Contact Management

Sydney, Australia – 05 March 2008: **Noble Systems Australia**, a global leader in contact centre technology solutions, has been selected by **Kidney Health Australia (KHA)** to provide technology to manage all of its fundraising and call centre activities. KHA will implement the **Noble® Solution** in place of their existing dialling system.

In line with KHA's continued development of new products, testing new techniques and working alongside their clients to ensure their strategies compliment their in-house functions, the introduction of the Noble Systems platform provides a flexible, custom solution with a universal queue, built-in database, and support for a high-transaction environment. The unified system provides a development environment that will interface with KHA's existing internal applications, offering a significant performance advantage. The Noble Solution also includes digital recording, real-time reporting and remote agent access.

"Kidney Health Australia is pleased to be working with Noble Systems, providers of our IT call centre technology. Noble Systems have a proven track record in the contact centre technology arena particularly in the fundraising industry, both in Australia and the rest of the world. While we have used and considered other vendors, we were impressed with Noble Systems' technology, responsiveness, and capacity to support us in delivery of our call centre business objectives. We look forward to a strong and mutually beneficial working relationship with them in the future," said Anne Wilson, Chief Executive Officer, KHA.

Paul Luketich, Managing Director of Noble Systems, says, "Kidney Health Australia is differentiated in the fundraising arena because of its commitment to partnering with national & international corporate household names, as a provider of their contact centre solutions. Noble Systems is honoured to join KHA and to bring our contact centre technology expertise and know-how to this organisation. Our high-performance solutions offer KHA the flexibility and power to provide first-class services while at the same time continuing on their successful selective organic growth path."

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About Kidney Health Australia (KHA)

Kidney Health Australia, formerly known as the Australian Kidney Foundation, has had a rich history spanning almost four decades which has seen their focus broaden from the funding of cutting-edge medical research to incorporate the delivery of needs and evidence-based health programs and services, including:

- Awareness and education programs developed in conjunction with kidney specialists, health professionals and educators to curb the incidence of kidney disease in the community
- Provision of a network of education, care and support for patients, their families and careers
- Promotion of organ donation

Through their expertise and commitment, they aim to reverse the trend of the rising incidence of kidney disease and to ease the burden of its immense human and financial cost.

Kidney Health Australia is an active member of the International Federation of Kidney Foundations (IFKF) allowing the organisation to both benefit from, and contribute to, the experiences of the international kidney arena.

KHA can be contacted on 03 9674 4300 or visit their website at www.kidney.org.au

About Noble Systems®

Noble Systems Corporation (NSC) is a global leader in contact centre technology solutions, providing innovative products since 1989. Tens of thousands of agents at 1,000+ client installations worldwide conduct business using the award-winning Noble® platforms for inbound/outbound/blended communications. The scalable, integrated Noble® Solution includes advanced ACD and predictive dialling; 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. Noble Systems was the first vendor to offer an open, scalable, fully-distributed platform. For more information on this item or the company, contact us at (+61).2.8222.0500 or visit Noble Systems online at www.noblesystems.com.au.

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