



PRESS RELEASE

Altivon Customer Concord Servicing Corporation Wins ARDA 2010 ACE Innovator Award

Concord recognized for specialty collections system

PHOENIX, AZ, July 20, 2010 -- [Altivon](#) today announced that the [American Resort Development Association](#) (ARDA) has awarded its prestigious ACE Innovator Award to [Concord Servicing Corporation](#). The award was presented in conjunction with ARDA's annual convention and exhibition in March. Concord, an Altivon customer, provides loan servicing solutions for more than 600,000 consumer accounts, representing a portfolio in excess of \$2 billion US. Altivon provides [contact center solutions](#) and services throughout North America.

According to ARDA, the **ACE Innovator Award** recognizes those who have successfully implemented a groundbreaking product, service or concept. Concord Servicing Corporation was recognized for their new product, Console, a software tool that works as a workflow decision engine, accelerating the process of organizing collection obligation cases and deciding how best to manage them.

"With Console, we have combined telephony and dialer technology with a proprietary method of debtor account selection to create a far more efficient collections process," explained [Randy Babcock](#), Concord Senior VP of Information Technology. "We have increased both the volume of right party contacts and quality of the collections for our clients. The openness and robustness of our software and the technology provided by Altivon made this possible."

Altivon and Concord architected the new telephony solution based on [Interaction Dialer®](#) and the [Customer Interaction Center® \(CIC\)](#), manufactured by [Interactive Intelligence](#). Both products are designed to easily integrate with other technology.

"The ACE Innovator Award was well deserved," commented [Bruce Andersen](#), CEO and President of Altivon. "Concord's insight into the true value of each client account combined with effective and open telephony has resulted in a powerful tool for their business. Concord is a real innovator, leveraging the technology we bring to the customer interactions market. They have our hearty congratulations for this achievement."

About Altivon

Altivon delivers high value, high impact unified communications solutions to Contact Centers and the Enterprise. Focused on enabling, enhancing and elevating the experience of an organization's employees, partners and customers, Altivon handles all aspects of solution design, deployment, support and on-going improvement. The solution set includes multi-media [Customer Interaction Management \(CIM\)](#), [Interaction Process Automation \(IPA\)](#), [Enterprise IP Telephony](#), [Unified Messaging](#), and Networking. Founded in 1989, Altivon is headquartered in Phoenix, Arizona and has offices across the US and Canada.

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