

FOR IMMEDIATE RELEASE

OnviSource Named by Center Partners as Strategic Partner and Sole Provider of Contact Center Workforce Optimization Solutions

Center Partners chooses to standardize with OnviSource solutions over existing competitor based on capability, price and responsiveness.

Plano, Texas – March 3, 2009 – [OnviSource](#), a provider of highly affordable, fully integrated call center solutions and award-winning call center business process outsourcing services, announced today that Center Partners, a specialized provider of contact center outsourced solutions within call center and eLearning, has named OnviSource strategic partner and sole provider of call recording and quality monitoring solutions throughout its multi-location enterprise.

“As a trusted technical advisor and partner, OnviSource is forward looking in bringing new technologies with revenue-bearing features to us. Thought leadership makes them a great strategic partner,” explained Michael Alden, Director of Information Technology at Center Partners. “More importantly, proven and affordable solutions, quick responsiveness and proactive issue resolution is what sets OnviSource apart from other vendors and why we chose to standardize on their platform.”

“Having been named strategic partner and sole provider of call recording solutions for Center Partners is a testament to our commitment and success in delivering the best call center solutions at the most affordable price while providing exemplary customer care services,” stated John Hird, Vice President of Product Marketing at OnviSource. “We’ve achieved a true partnership with mutual benefits. Center Partners provides invaluable real-world feedback that influences and shapes our products and services overall.”

Center Partners utilizes the *OnviCord* call recording and screen capture technologies within the [OnviCenter 6](#) suite of Workforce Optimization (WFO) solutions. Center Partners is in process of implementing [OnviCord Explora](#) Speech Analytics this month.

OnviCenter 6, a next-generation contact center software solutions suite, includes workforce optimization tools, contact center business applications and agent transaction automation. *OnviCenter 6* also supports the distribution and management of calls and customer transactions among distributed call centers, remote agents and virtual enterprise environments.

OnviCenter 6 is fully supported by the company’s Customer Relation Management (CRM) Program, which offers a series of customer-centric, value-added services that reach beyond the industry’s standard customer support services.

About Center Partners

Headquartered in Fort Collins, Colorado, with locations in the U.S. and Mexico, Center Partners is a premier provider of outsourced contact center and eLearning solutions. We add value through knowledge. At Center Partners, we use the knowledge of our people, our processes, and our technology in order to create best in class outsourced solutions for our clients that focus on differentiating their

brand. In business since 1997 and a part of the WPP Group (www.wpp.com) since 1999, Center Partners excels in delivering high value programs for high value products and services.

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About OnviSource

[OnviSource, Inc.](#) is a Delaware Corporation headquartered in Plano (Dallas area), Texas with an Operations Center in Oklahoma. OnviSource is a leading provider of highly affordable and integrated Workforce Optimization and Customer Interaction Management software and award-winning outsourcing solutions.

OnviSource's product suite, [OnviCenter 6](#), offers highly affordable, fully integrated software solutions for inbound and outbound call handling, workforce optimization, agent transaction automation and contact center business applications.

OnviSource's award winning [OnviServ](#) offers performance-based and technology-enabled outsourcing services in telemarketing, campaign management, order processing-fulfillment and customer support.

OnviSource has provided contact center solutions to thousands of business enterprises worldwide.

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