

*For more information, contact:*

Kirk Wormington, Vice President of Sales  
Centurion, Inc.  
727-431-5215  
[kwormington@centonline.com](mailto:kwormington@centonline.com)  
[www.centonline.com](http://www.centonline.com)

**FOR IMMEDIATE RELEASE**

**LIBERTY BANK CHOOSES CENTURION CARES FOR ITS CONTACT CENTER COMMUNICATIONS SYSTEM  
. . . leading call center developer to integrate into COCC.**

TAMPA FL (October 30, 2009) – Liberty Bank of Middletown, Connecticut, has turned to leading computer telephony integration provider Centurion to fulfill its call center and interactive voice response needs. Centurion will install the Next Teller (IVR) and the CARES (ACD) call center communication system.

“We wanted an integrated solution that allows us to offer the best possible experience to our customers”, said Barry Abramowitz, Liberty Bank’s Chief Information Officer. “Centurion had everything we were looking for.” “Extensive research told us that CARES would be a great fit.”

Centurion provides the economy of unique and complete IVR and ACD functionality in an integrated single server approach. Centurion will integrate its software into Liberty Bank’s Core Processor, COCC, and tie the server into Liberty Bank’s SIP Based Cisco phone system. The end result is a seamless interaction for the customer communicating within Liberty Bank’s customer service department.

The CARES communication system allows Liberty Bank to easily add additional agents, as well as additional features/functions as the bank grows. The CARES suite includes: VIP routing, Agent call monitoring, Voice and Screen Recording, Extensive Reporting, Screen Pops, Customer Relationship Management, Multi-Media Queuing and much more. It increases agent productivity by at least 20 percent, while allowing the financial institution to standardize service levels across all channels of communication. The CARES system was designed to create the opportunity to better educate the banks customers on additional products and services.

“Centurion provides tools for the agents to do their jobs in the best, most efficient manner,” said Kirk Wormington, Vice President of Sales at Centurion. “The proper tools can significantly decrease agent turnover and add to the bottom line, a profit center does exactly that.”

“I’m looking forward to this relationship with Liberty Bank” added Wormington. “They are a great institution with a great legacy, they invest in their customers. I believe that is most important in today’s economy”

## **About Liberty Bank**

Chartered in 1825, Liberty Bank is the oldest mutual bank in the state of Connecticut and provides customers with best-in-class products, services and rates. With more than \$3 billion in assets, it's also one of the largest banks headquartered in the state, serving more than 190,000 customers in 36 locations in central, eastern and shoreline Connecticut. From its origins as a consumer bank, Liberty has grown steadily to a full-service financial institution whose lines of business also include commercial banking, home mortgages, insurance, and investment services. As a mutual bank, owned by its depositors rather than by shareholders, Liberty has proudly dedicated itself for more than 183 years to superior personal service and unparalleled community involvement.

## **About Centurion, Inc.**

Since 1981, Centurion, Inc. has provided in-house solutions to help companies better serve their customers. Centurion, Inc. provides the tools to help companies better build relationships with their customers. With thousands of federal, state and local government agencies, public utilities, financial institutions and other business customers worldwide, Centurion's extensive library of Interactive Voice Response (IVR), Automatic Call Distribution, CRM, Screen Pop and Recording applications are custom designed to enhance every aspect of an organization's online and real-time interfaces. Committed to "doing what we said we would do," Centurion is positioned to deliver the very best hardware, software and post-sale support to increase an organization's efficiency, reduce costs and improve interactions with existing and potential customers.

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