



For Immediate Release

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ARRAY SERVICES GROUP, INC. IMPLEMENTS CR SOFTWARE'S MERCURY PREDICTIVE DIALER

Fairfax, VA, November 23, 2009 – CR Software LLC (CRS), the leading financial software solutions provider to collections entities, announces today the successful installation of the CRS Mercury Predictive Dialer for Array Services Group, Inc. Located in Sartell, Minnesota, Array Services Group, Inc. specializes in Accounts Receivable, Revenue Cycle and Customer Experience Management.

CR Software's Mercury Predictive Dialer is a real-time integrated, full-featured telecommunications system that works seamlessly with the CRS Collection Resource System to create a fully integrated and automated collections software package. Collectors use the same screens for predictive dialing as for manually placed calls; there are no separate screens, so learning to use this dialer takes minutes. The Mercury Predictive Dialer works with existing phone and computer systems, so that you have the ability to locate your agents at any remote location where there's a phone and a computer. In addition to offering easy real-time campaign setup and management, the Mercury Predictive Dialer provides real-time statistics that allows you to modify your campaigns for optimum performance on the fly.

"Since we began using CRS's Mercury Predictive Dialer, our people are performing better, our processes are more streamlined, and we are executing more successful calls," said Chad Lemke, COO of Array Services Group, Inc. "Overall agency performance has been increasing every month and the Dialer continues to offer us noticeable and significant results."

"A CRS customer since 1989, Array Services Group is valued for its ability to address short term business needs to meet, both economically and practically, long term financial goals," said Edz Sturans, President of CR Software. "Their decision to invest in the Mercury Predictive Dialer was essential to the company's increased operational flexibility and agent productivity. It is always exciting to see a customer grow. We look forward to Array Services Group's continued success."

About Array Services Group, Inc.

In 2003, Array Services Group, Inc., was created to unite a diverse family of companies under one roof and provide clients with shared services and a remarkable depth and breadth of experience and expertise. Our three innovative business units - CareCall, ProSource, and JCC - offer professional services in call



management disciplines, account receivables management, medical billing, and debt collection for a variety of industries. While each division maintains its own operational staff and has its own specialties, our clients use one organization - Array Services Group - to easily access a variety of customer contract solutions, from product delivery and support through payment collection and recovery.

About CR Software, LLC

Since 1984, CR Software has been setting the standard for collections industry software systems. CR Software deploys, executes, and supports hundreds of installations every year. CR Software LLC corporate headquarters can be reached at (800) 222-1722, by e-mail, kristine.sturans@crsoftwareinc.com or via the World Wide Web at <http://www.crsoftwarellc.com>.

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