

NEWS RELEASE

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FOR IMMEDIATE RELEASE

Contact:

Ray Fowler
Director, Sales & Marketing
(800) 574-8801, ex 203
rfowler@iatsmartdial.com

IAT's SmartDial® solution, *CT Center*, gives Bonneville Billing & Collections many options to manage their accounts

Salt Lake City, Utah—Utah-based Bonneville Billing & Collections uses *CT Center* to handle its medical and utility accounts for the Western region of the United States.

“We have many different clients in Utah, Idaho, Oregon, Washington and Wyoming,” said Jim Eastwood, Dialer Manager for Bonneville.

Bonneville divides its accounts into three stages, using different features of *CT Center* for the first two stages. In stage one, collectors work accounts with *CT Center*'s predictive dialer. Stage two is worked by more advanced collectors, who occasionally use the power dialer to work accounts. Lastly, stage three, accounts are turned over to Bonneville's attorneys for legal action.

“Our agents are on PD (Predictive Dialing) all day long, everyday,” said Eastwood, “But you can't rule out IC. Some accounts come to a point when you wonder what else can be done to collect payment, so we put them on IC.”

IC, or Interactive Communications, is a two-fold feature of *CT Center*. IC Outbound delivers an interactive message to accounts. Messages can be personalized for payment reminders, demand for payment or settlement campaigns, which Bonneville uses on an outbound effort for their problem accounts.

Bonneville utilizes IC Outbound not only for its collection accounts but for its sister company, Bonneville Management Services (BMS). During these campaigns, IC Outbound will leave messages for BMS customers with a call back number to its Boise, Idaho office.

IC Inbound, or better known as IVR, is used at Bonneville to answer calls and process payments from callers 24 hours a day, seven days a week. Recently, an option for accounts to leave a personal message for the agency was added to better serve them.

“IAT is constantly working to produce scalable products to fit the needs of any company doing collections,” said Randy Cooper, President and CEO of IAT, “*CT Center* offers a host of options, from four dialing modes to custom recorded messages, our products increase productivity and collection rates to provide not just a system, but a tailored solution.”

For more information about IAT's SmartDial® solutions visit iatsmartdial.com, call (800) 574-8801 or e-mail info@iatsmartdial.com.

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About IAT

IAT has been developing dialing and messaging technology to the collections industry for over two decades. Located in Salt Lake City, IAT provides products not only for the United States but internationally. *CT Impact* is IAT's cutting-edge hosted solution, which provides a combination of predictive dialing and broadcast messaging without the expense of hardware. IAT offers solutions for larger collection companies with its advanced *CT Center* product, a premier predictive dialing and IVR messaging on-site solution.

About Bonneville Billing & Collections

Bonneville Billing and Collections opened its doors in 1980 and will celebrate 30 years in business this year. They purchased IAT's SmartDial® solution in 1988 and upgraded to *CT Center* around 2000. With approximately 34 agents, Bonneville works medical, dental, radiology and utility accounts for the western region of the United States.