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## Noble Systems Receives Frost & Sullivan's Customer Value Leadership Award for WEM Gamification Solutions

Melbourne, AU – 7 August, 2018: [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, has received Frost & Sullivan's **2018 Customer Value Leadership Award for Workforce Engagement Management Gamification Solutions**. Noble received the award based on its continual focus on providing complementary products that enhance employee engagement amongst today's workforce, and the company's overall foresight and strength.

The *Frost & Sullivan North American Customer Value Leadership Awards* are presented to companies that best demonstrate excellence in both customer and business impact, delivering customer value through products and services, offering superior value to customers and aiding them with increased revenues, profitability and reduced costs. These two sides work together to make customers feel confident in their products' quality and value throughout the life of the product.



Noble Systems' offerings for Workforce Engagement Management and Gamification accelerate its customers' ability to both differentiate themselves in the market and increase their bottom line. The area of WEM exemplifies how Noble Systems provides significant value to customers, from the company's [ShiftTrack WFM solution](#), which provides many features that take into account worker preferences, to its new [Noble Gamification](#) product, which brings customers a wealth of benefits, including exceptional agent and supervisor engagement, cost reduction, quick measurable results and solid return on investment. [Read the full Report](#) to learn more.

"We use a number of specific criteria to evaluate award candidates and assess their fit with select best practice criteria, especially noting an organisation's ability in three key areas: understanding demand, nurturing the brand and competitive differentiation of its products and services", said Nancy Jamison, Principal Analyst at Frost & Sullivan. "Frost & Sullivan found that Noble Systems excels in many areas, including its brand longevity and breadth of offering, history of design and innovation and responsiveness to customer needs. When customers purchase Noble products they feel they are buying the most optimal solution that addresses both their unique needs and their unique constraints".

Chris Hodges, SVP sales and marketing at Noble Systems, states, "Noble Systems delivers added value for our clients by offering the most complete customer communications platform available

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from a single vendor, including our patented solutions for omnichannel contact management, workforce engagement and gamification, compliance and analytics solutions, and the ability to deploy our systems in premise, cloud or hybrid models without sacrificing features or performance. We are honoured to be recognised by Frost & Sullivan for our best-in-market solutions and commitment to building long-term partnerships that exceed our customers' expectations".

**About Noble Systems**

Noble Systems is a global leader in the customer communications industry, providing innovative solutions for Contact Centre, Workforce Engagement and Analytics technologies. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of inbound, outbound and blended omnichannel communications, strategy planning, resource management and compliance tools for companies of all sizes. Our premise, cloud and innovative premise/cloud hybrid platforms include ACD, predictive dialling, blended processing, recording and monitoring, IVR, messaging, interaction analytics, decisioning, workforce management and gamification. With a portfolio of 165 patents and growing, Noble leads the way in pioneering solutions for the contact centre market. For more information, contact Ashley Clayton at +61 (0) 3 9008 1700 or visit [www.noblesystems.com](http://www.noblesystems.com).

**About Frost & Sullivan**

Frost & Sullivan, the Growth Partnership Company, enables clients to accelerate growth and achieve best-in-class positions in growth, innovation and leadership. The company's Growth Partnership Service provides the CEO and the CEO's Growth Team with disciplined research and best practice models to drive the generation, evaluation and implementation of powerful growth strategies. Frost & Sullivan leverages more than 50 years of experience in partnering with Global 1000 companies, emerging businesses and the investment community from 45 offices on six continents. To join our Growth Partnership, please visit <http://www.frost.com>.

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