

For Immediate Release

For more information, contact:

Sian Ciabattoni, Marketing Director EMEA

0161 772 7100 • sciabattoni@noblesystems.com

Phillips & Cohen Expands Globally with Noble Systems

Manchester, UK – 23rd July 2020: [Noble Systems](#), a global leader in omnichannel contact centre technology solutions, is pleased to announce that our longstanding customer, [Phillips & Cohen Associates, Ltd](#), is continuing its global expansion with an additional contact centre site in Düsseldorf, Germany.

Phillips & Cohen Associates have been pioneers in the Deceased Account Management market, managing over \$30 billion in specialty portfolios since 1997. They are the global leader in their industry, combining state of the art technology with highly trained and experienced Estate management professionals.

The [Noble Contact Centre](#) platform offers Phillips & Cohen a state-of-the-art contact centre solution that enables them to seamlessly integrate with their FICO Debt Manager system. It supports their need for account ownership with intelligent routing for both inbound and outbound communications and ensures that their advisors are able to successfully achieve their clients' financial goals whilst supporting and preserving the dignity of affected individuals.

James Riley, Noble VP Sales & Marketing EMEA & APAC, said, "We're delighted to continue our relationship with Phillips & Cohen, which has gone from strength to strength for over a decade, and we're honoured to continue with them on their growth journey. Phillips & Cohen are at the forefront of their industry due to their innovative approach to technology combined with their unique service and we're proud to be part of their customer experience, which is consistently recognised by the credit industry for 'Treating Customers Fairly'".

Nick Cherry, Chief Operating Officer of Phillips & Cohen Associates, said, "Noble Systems has helped us recognise our potential in providing a distinctive approach to customer engagement with a strong focus on compliance and compassion. We feel it provides the ideal platform to fuel the growth of our German business. The Noble technology provides a unified platform with a robust solution that helps our advisors successfully manage complex Estate situations and resolve them in a manner that achieves our clients' goals. [Noble Composer](#) is a powerful and intuitive desktop solution that ensures that we adhere to all FCA and other relevant compliance regulations, whilst providing the flexibility to be productive while respecting the impact on the individuals involved".

About Noble Systems

Noble Systems is a global leader in the customer communications industry, providing innovative solutions for Contact Centre, Workforce Engagement, Analytics and Gamification technologies. Tens of thousands of agents at client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of inbound, outbound, and omnichannel contact processing, 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, robotic process automation, decisioning, workforce management and gamification. With a portfolio of more than 210 patents and growing, Noble leads the way in pioneering solutions for the contact centre market. For more information, contact Sian Ciabattoni on 0161 772 7100 or visit noblesystems.com.

About Phillips & Cohen Associates, Ltd.

Phillips & Cohen Associates, Ltd. is a specialty receivable management company providing customised services to creditors in a variety of unique market segments. Phillips & Cohen Associates, Ltd is domestically headquartered in Wilmington, DE, with additional offices in Colorado and Florida as well as international offices in the UK, Canada, Spain, Germany and Australia. For more information about Phillips & Cohen Associates visit www.phillips-cohen.com. *PCA provides Equal Employment Opportunity for all individuals regardless of race, color, religion, gender, age, national origin, disability, marital status, sexual orientation, veteran status, genetic information and any other basis protected by federal, state or local laws.*

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