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**FOR IMMEDIATE RELEASE**

**INTEGRATED UTILITY COMMUNICATION SYSTEM FROM CENTURION, INC. LETS  
GRAND BAHAMA UTILITY BOOST CUSTOMER SERVICE**

**. . . Leading computer telephony integration (CTI) provider Centurion to equip Grand Bahama Power Company with a new communications application to better serve customers.**

TAMPA (August 23, 2009) -- Whether it was to ask a question about billing or to report an outage, Grand Bahama Power Company customers could conduct business only during the 40-hour workweek.

But with a new Integrated Utility Communications System (IUCS) from leading computer telephony integration provider Centurion, the Bahama utility's customers now can access the information they need when they need it.

The IUCS from Centurion provides features and functionality other ACD (automated call distributor) systems can only deliver with multiple server platforms and vendors. It provides the economy of unique and complete Interactive Voice Response (IVR) and ACD functions while also working as a Computer Telephony Integration (CTI) solution. These functions are integrated and reside on the same server and may be used with any telephone system.

"Prior to this installation, the utility was limited in the service it could provide to its customers," said Larry Wallace, Centurion's Director of Sales – SE Region. "Now, Grand Bahama Power can go beyond 8 to 5, Monday through Friday."

During the weekday, customer calls are answered by the auto-attendant feature in the IVR. Customers have the choice of using the self-service IVR features or being connected to an available customer service representative (CSR). The Centurion ACD monitors the status of each CSR and sends customer calls to the most appropriate available agent.

"The caller's experience and rep performance is improved through the Centurion ACD automated agent greeting, caller recognition, customer record screen pop, and through call monitoring and recording for quality assurance purposes," said Wallace.

Grand Bahama Power Customer Service Manager and Supervisors utilize Centurion ACD real-time dashboard graphics to monitor agent activity, customer calls, calls in queue, provide agent assistance, and to assign agents and agent skills to call groups. Comprehensive historical reports provide Grand Bahama Power management with daily, weekly and monthly statistics on call volume, call time, agent availability, and agent time spent handling non-call duties.

Centurion provides a versatile and affordable application that allows for customers to start with IVR technology and add other service applications, such as a fully-integrated Automatic Call Distribution Call Center platform, Predictive Dialer and Customer Relationship Management, as their business grows. Designed as a modular, integrated Call Center solution for almost any PBX, Centrex or Key system environment, it allows for advanced feature functionality in even the most basic of telephony environments.

### **About Grand Bahama Power Company**

Grand Bahama Power Company supplies electrical power to the island of Grand Bahama from West End to Sweeting's Cay in the east. It is a totally integrated utility company serving the island's 45,000 residents. Grand Bahama Power Company is committed to cost-effective generation, transmission and distribution of electricity to its customers, to provide a safe and rewarding work place for its some 200 employees, and to show a reasonable rate of return on investment.

### **About Centurion, Inc.**

Since 1981, Centurion, Inc. has provided in-house solutions to help companies better serve 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 "delivering on our promise," 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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