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## **BANKRUPTCY MANAGEMENT SOLUTIONS CALLS ON ZEACOM FOR ADVANCED UNIFIED CONTACT CENTER CAPABILITIES**

*Communications Software Automates Business Processes for High Call Volume  
Customer Relations Team; Decreases Customer Hold Time*

Irvine (October 29, 2009) — [Zeacom](#), the leading global provider of unified communications and contact center software for small-to-medium-sized enterprises, today announced its successful solutions rollout for [Bankruptcy Management Solutions](#), Inc. (BMS). Nationally recognized as the leader in its market, BMS provides comprehensive case management software and services.

BMS' Director of Customer Service and Support, Adrienne Smit, commented that, "There has been a significant increase in bankruptcy filings, resulting in a considerable workload for our customers. We felt it was imperative to provide our service team with the most advanced, proven, yet easy-to-use tools to help us more quickly respond to customer requests."

[Zeacom Communications Center](#) (ZCC) software empowers organizations to integrate and improve the effectiveness and efficiency of both internal and external communications, as well as to automate and expedite critical business processes.

Ms. Smit continued, "Zeacom was far and away the best choice for BMS. Our business operates in a uniquely sensitive environment that intersects at the crossroads of the legal, financial and federal worlds; we cannot afford to work with unknown commodities or unproven partners. The inherent skills-based routing in ZCC enabled us to more quickly determine the nature of our customers' calls, thereby decreasing hold times and increasing the level of our customer support."

Since its inception in 1987, BMS has been the leading resource to support the administrative and legislative requirements of Chapter 7 trustees and bankruptcy fiduciaries nationwide. More Chapter 7 bankruptcy trustees choose BMS over any other provider in the industry.

"High-stress situations, such the complex requirements involved with bankruptcy case administration, demand a support team that is not only knowledgeable, but also equipped with the tools to provide the fastest, most accurate service possible," observed Zeacom President, Ernie Wallerstein. "We pride ourselves on being true partners with our customers – long after the sale is complete. Training, personalization and market awareness are among the factors that have sustained and increased demand for our

products and services. We are honored to work with Bankruptcy Management Solutions and look forward to serving as a member of its team in both the short and long term.”

Zeacom Communications Center unified communications and contact center software is deployed throughout more than 2,800 enterprises worldwide, which translates into more than 59,000 contact center agents (and approximately 144,000 individuals).

#### **About BMS**

Since 1987, Bankruptcy Management Solutions, Inc. (BMS) has been the industry’s leading bankruptcy case administration software provider. Our software solutions are designed to support the administrative and legislative requirements of Chapter 7 trustees, as well as a variety of bankruptcy fiduciaries. BMS understands the complexities involved in bankruptcy administration and has developed practical and easy-to-use solutions that automate and streamline bankruptcy administration, making trustees and bankruptcy fiduciaries more productive and profitable. BMS continues to develop innovative ideas to better meet the needs of those in the bankruptcy industry.

#### **About Zeacom**

Zeacom is a leading provider of complete Unified Communications solutions. More than 140,000 daily users within 2,800 small and medium-sized organizations in 25 countries use Zeacom’s business communications software to improve organizational efficiency and enhance the customer service experience.

For additional information, please visit <http://www.zeacom.com>.