For more information, contact:

Kirk Wormington, Vice President Financial Markets Centurion, Inc. 727-431-5215 <a href="mailto:kwormington@centonline.com">kwormington@centonline.com</a> <a href="mailto:www.centonline.com">www.centonline.com</a>

## **FOR IMMEDIATE RELEASE**

## NEW CENTURY BANK SELECTS NEXT TELLER SYSTEM FROM CENTURION, INC.

TAMPA (August 3, 2009) – New Century Bank of Chester County, Penn. has rolled out communications software from Centurion, Inc. to provide customers with the ability to bank by phone.

The Next Teller Interactive Voice Response (IVR) from leading computer telephony integration provider Centurion puts New Century Bank's customers in touch with information they need, is cost-effective and always available.

Next Teller enables banking transactions from any touch-tone telephone, 7 days a week, 24 hours a day. It significantly reduces operating costs by successfully completing the tasks traditionally completed via call center. Next Teller processes customers' transactions in an average of 3 minutes, a real time savings for customers previously spending 10 to 15 minutes transacting their business on a person-to-person basis.

"Next Teller was a good fit for New Century Bank due to Centurion's years of experience of working within the bank's core environment," said Kirk Wormington, Centurion's Vice President Financial Markets. "Between Next Teller's user friendly menu structure and hardware platform, New Century was able to find exactly what it was looking for -- a system their customers will use that is always ready to handle the next transaction."

Centurion provides a versatile and affordable application that supports from two to hundreds of agent seats, including remote agents. Designed as a modular, integrated call center solution for almost any PBX, Centrex or Key system environment, it allows for a basic system installation, with more extensive features available as need and growth dictate.

## **About New Century Bank**

With assets of over \$265 million, New Century Bank provides a full range of banking services to small and medium-sized businesses, professionals, individuals and families through 5 banking offices in and around Chester County, Pennsylvania. Founded in 1997, the locally owned, independent community bank is chartered as a commercial bank under Pennsylvania law, a member of the Federal Reserve System and is insured by the Federal Deposit Insurance Corporation (FDIC).

## **About Centurion, Inc.**

Since 1981, Centurion, Inc. has provided in-house solutions to help companies better serve their customers. Centurion, Inc. does not outsource, but rather provides the tools to help companies better build relationships with 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 "doing what we said we would do," 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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