

Pathways selects Enterprise Systems Corporation to provide Avaya Contact Center

FOR IMMEDIATE RELEASE

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CHARLOTTE, NORTH CAROLINA – March, 2010 – It was announced that the Pathways has selected Enterprise Systems Corporation to install Avaya Contact Center Server at its corporate headquarters. The Contact Center will include Contact Center Manager in a Nodal configuration.

ABOUT ENTERPRISE SYSTEMS CORPORATION

Enterprise Systems Corporation services and supports Avaya voice and data solutions including CS1000, Communications Manager, CallPilot, Modular Messaging, Contact Center, IPOffice and BCM. Competencies include IP telephony (VoIP) LAN/WAN switching, security and wireless engineering and deployment.

ABOUT PATHWAYS

Pathways has its roots in the Community Mental Health Centers Act signed into law in the 1960's during the Kennedy Administration. Federal funding associated with the passage of this act allowed communities to develop local resources to assist in reducing the individuals needing services but whose only option was at out-of-county, institutional settings.

Today, Pathways serves as a care manager, a public policy leader, a provider community manager, and a community collaborator around issues involving mental health, development disabilities and substance abuse. As an LME, our core responsibilities are broken down into the areas of: governance and administration; business operations; provider services management; communication and customer services; service management; and quality management. We currently employ approximately 80 positions to complete these functions.