

# Enterprise Systems Corporation Selected for relocation of Option 81C for Harris County Appraisal District

FOR IMMEDIATE RELEASE

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HOUSTON, TEXAS – January 25, 2006 - Enterprise Systems Corporation announced today that Harris County Appraisal District has awarded a Contact Center upgrade and expansion project to Enterprise Systems. The project will involve the decommissioning of a Symposium Express and the deployment of a Symposium Contact Center Server 5.0 with advanced scripting, Symposium Web Client, and Communications Control Toolkit with Screen-Pop functionality. Additionally an upgrade to Release 4.0 and the addition of 24 ports to the CallPilot Server, an upgrade of the CS1000M Multigroup and an upgrade of Optivity Telephony Manager (OTM) are included in the project. "The tremendous call volume received from property owners was literally swamping the existing inbound Contact Center arrangement on the switch. This new solution will create a much more satisfactory end user experience for property owners" said Rodney Hyde of Enterprise Systems. The Harris County Appraisal District is the second largest appraisal district in the USA.

## ABOUT ENTERPRISE SYSTEMS CORPORATION

Houston, Texas Based Enterprise Systems Corporation services and supports Nortel Networks voice and data solutions including Meridian 1, Succession, CallPilot, Symposium, Meridian Mail, Norstar and BCM. Competencies include TDM circuit switched telephony, VoIP and wireless engineering and deployment.

## ABOUT HARRIS COUNTY APPRAISAL DISTRICT

HCAD is responsible for local property tax appraisal and exemption administration for nearly 500 jurisdictions (taxing units) in America's third most populous county (Harris) in Houston, Texas.

Each taxing unit, such as the county, a city, school district, municipal utility district, etc., sets its own tax rate to generate revenue to pay for such things as police and fire protection, public schools, road and street maintenance, courts, water and sewer systems, and other public services. Appraisals established by HCAD allocate the year's tax burden on the basis of each taxable property's January 1st market value.