

Direct General Insurance selects Enterprise Systems Corporation For major Contact Center expansion and Avaya Experience Portal

FOR IMMEDIATE RELEASE

Contact: Rodney Hyde
President
713-343-1222
rhyde@enter-sys.com
<http://www.enter-sys.com>

HOUSTON, TEXAS - March, 2012 - It was announced that Direct General Insurance has selected Enterprise Systems Corporation for a major Contact Center expansion which will include the upgrade of Contact Center and deployment of a 56 port Avaya Experience Portal. The upgrade will allow Direct General greater flexibility to manage campaigns and improve customer experience. The upgrade and expansion will impact approximately 250 agents.

ABOUT ENTERPRISE SYSTEMS CORPORATION

Enterprise Systems Corporation is a full service Technology Partner, providing consulting, deployment and managed services. Technology products and services include premise and cloud based Voice from Avaya, Mitel and ShoreTel; Wired and Wireless Networking from Avaya, Enterasys, HP, Aruba, Dell and Ruckus; Security from Watchguard as well as cabling infrastructure.

ABOUT DIRECT GENERAL INSURANCE

Direct General Corporation, headquartered in Nashville, TN, is a privately owned financial services holding company whose operating subsidiaries provide personal automobile insurance, term life insurance, premium finance and other consumer products and services through our a network of over 420 offices across thirteen states. Direct General is proud to serve: Arkansas, Florida, Georgia, Illinois, Kentucky, Louisiana, Mississippi, Missouri, North Carolina, South Carolina, Tennessee, Texas and Virginia.