

Citizens National Bank  
selects  
Enterprise Systems Corporation  
to upgrade Avaya CS1000 System,  
Aura Contact Center

FOR IMMEDIATE RELEASE

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BATON ROUGE, LOUISIANA - July, 2012 - It was announced that Citizens National Bank has selected Enterprise Systems Corporation to perform an extensive upgrade its Avaya CS1000 system and related applications, including Contact Center and CallPilot Messaging. The upgrade will include a platform migration to Aura Contact Center, upgrade of CallPilot server, Aura Session Manager, Oiasys Call recording and the installation of new processors, signaling servers and new MG1010 Gateways. The upgrade will impact approximately 500 endpoints.

#### 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 CITIZENS NATIONAL BANK

Citizens National Bank first opened its doors for business at 2005 Benton Road in Bossier City, LA in October of 1985 when a small group of local business people saw the need for a locally owned and managed bank that would provide modern banking services, but without the cold and impersonal delivery of those services so prevalent in today's financial institutions. On December 16, 2010 CNB entered into a definitive agreement to merge Citizens Bank & Trust of Springhill with Citizens National Bank, N.A. On March 31, 2011 that transaction was completed and merged the Holding Companies on that date. Subsequently, on November 4, 2011 the merger of the two banks was completed and the 8 locations of Citizens Bank and Trust became locations of Citizens National Bank. The merged banks now have 15 locations in Caddo, Bossier, DeSoto, Claiborne and Webster Parishes.