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Contact: Rick Jones
Appriss Inc.
rjones@appriss.com
502.815.3855

Appriss opens new customer service center

Facility places new focus on customer support

Louisville, Ky. — Appriss has cut the ribbon on a new 24-hour Customer Service Center in Louisville. The new facility houses all service technicians, data and research analysts, and system support. The CSC provides all first-line problem resolution including the monitoring of applications and platforms for all products and services and researching application usability issues.

“The primary purpose is to improve communication with our customer and increase our management focus on quality,” said Mike Davis, Appriss president. “We work hard every day to ensure we operate without interruption. This is another step toward keeping that commitment to our customers and the citizens who depend on our services to keep them informed.”

In addition to technical personnel, the new center also houses the Victim Service Representatives who staff the phones 24 hours a day. The VSRs assist victims, family members, and criminal justice professionals in using Appriss services, or direct them to the appropriate community agency for help.

“We created VINE, VINE Courts, and VINE Protective Order to give crime survivors and their families immediate access to important information that could save their lives,” added Davis. “The VSRs are available any time of day or night to provide assistance or to walk someone through the registration process for one of our services.”

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