



iSTAT (Abbott Labs) Inc.- Call Center Deployment

Success Story - iSTAT - Customer Service and Technical Support VortalSoft completes rollout of Concerto's flagship EnsemblePro suite at ISTAT Corporation for their Customer Support and Technical Support systems.

ISTAT corporation, a developer, manufacturer and marketer of medical diagnostic products for blood analysis selected VortalSoft to implement Concerto Software's EnsemblePro Suite at their East Windsor, NJ headquarters in July 2003. The selection process was completed by a rigorous RFP methodology where VortalSoft was selected as the vendor providing the best value. The system went to production in October 2003 with 20 agent positions and 2 supervisor positions.

VortalSoft provided

- Overall project management
- EnsemblePro Package implementation
- IVR and ACD Configuration
- Training and Support

Some of the client objectives were

- Bring their Customer Service function in-house
- Improve the quality and turnaround time for technical support
- Provide state of the art IVR functionality
- Computer Telephony enable their Technical Support and Customer Service

About I-Stat Corp (NasdaqNM: STAT)

i-STAT Corporation, together with its wholly owned subsidiary, i-STAT Canada Ltd, develops, manufactures and markets medical diagnostic products for blood analysis that provide healthcare professionals with immediate and accurate critical diagnostic or monitoring information at the point of patient care. The Company's products, known as the i-STAT System, consist of portable, hand-held analyzers and single-use, disposable cartridges, the majority of which simultaneously perform different combinations of commonly ordered blood tests in approximately two to three minutes. The i-STAT System provides accurate and reliable blood test results quickly and simply. Blood analysis performed at the point of patient care with the i-STAT System permits more timely diagnosis and therapeutic intervention and reduces the occurrence of common testing errors.

By June 2004 the customer iSTAT has expanded the call center by 13 more agent and supervisor positions and been acquired by Abbott Labs. possess skills, vision, commitment and integrity.



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