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CASTEL LAUNCHES NEW PERFORMANCE AND PROFITABILITY SOFTWARE

Graphical User Interface Control Center shows up-to-the minute profitability data at a glance



BEVERLY, MASS. – July 22, 2008 - Castel, Inc., a leading supplier of contact center solutions for the collections industry, announces the new release of Castel Connects® software that will provide company executives with an instant graphic depiction of how their business is running at any time of the day or night, from any location.

Castel's browser-based GUI Control Center software has three distinct benefits: it gives company executives the ability to monitor the performance and profitability of a call center at any given time from any location; it offers managers and supervisors the ability to monitor floor and campaign operations in a succinct, easy to read format; and it allows administrators quick and intuitive access to system configuration parameters.

Constant monitoring of operations is critical to a company's success. Now, Castel's new Control Center software provides its customers with another tool to achieve that competitive edge. Castel Connects Control Center provides sought-after, critical data quickly in order for anyone from an executive to a call center supervisor to make sound decisions with fast turn-around times.

Designed using color graphics and charts, Castel's Control Center provides information on such things as campaign statistics, promise to pay data, agent productivity, and system health at a glance. Its intuitive navigation is completely custom-designed and uses drag and drop technology for easy customization. It allows managers to drill down from high-level views of a campaign to individual agent statistics. Included in the Control Center are color-coded alarms and alerts based upon user-defined thresholds. The ability to graphically monitor will also allow the call center supervisors to identify and determine the most effective agents for best practices.

“As with all of Castel's products, our new GUI Control Center is designed to grow and change as our customers' businesses grow and change”, said Nick Kimball, Castel's President and Chief Executive Officer. “This new Castel Connects software release continues our long tradition of providing those products and services that help our customers succeed,” he said.

About Castel

Castel, Inc. develops and markets highly scalable call management solutions, which provide significant improvements in agent productivity over competing systems. Castel's modular, open solutions are used by leading financial institutions, collection agencies, and telemarketing organizations. For more information, please visit www.castel.com.