**AnyHour Solutions Deploys KIVA Group's Software to Enhance
24/7 Contact Center Support Services for Nation's Banks and Credit Unions**

*Company creates a more consistent, personalized experience for consumers
while extending real-time reporting and dashboard capabilities to its client institutions*

BEDFORD, NH and ROCKFORD, Ill., September 6, 2011 – KIVA Group, Inc. and AnyHour Solutions announced today a strategic partnership that augments the full-service, outsourced call center support AnyHour provides banks and credit unions across the country. The company has implemented KIVA's Respect™ 7 unified Contact Center solution to more seamlessly and "transparently" serve as an extension of its clients' call center teams, delivering a satisfying and memorable experience for their customers and members with each interaction—around the clock.

AnyHour turned to KIVA's proven contact center application, built upon a flexible and highly scalable Microsoft .NET platform, to automate processes and streamline integration requirements between its internal systems and clients' various core processing systems. With the KIVA software, the company is better equipped to resolve customer/member inquiries on first contact and can now provide its client institutions with real-time reporting on "after-hours" and overflow call center activity.

"Community institutions are skeptical about someone else's ability to serve their valued customers and members as well as they can—and with good reason," Steven Holmes, vice president, strategic development, AnyHour Solutions. "We take great pride in the high caliber of contact center support we've been providing for almost 20 years. However, we're particularly excited about this deployment because KIVA's unified Contact Center solution enables our agents to have more personalized interactions with our clients' customers or members and be as responsive to them as the institutions are themselves. They are being served so well that they don't realize they aren't speaking directly with their institution."

AnyHour now has the ability to automatically route transaction details, requests for information, cross-sell opportunities and other follow-up activities to its client institutions' core systems. KIVA's solution also enables the outsourced services provider to present all of that data to clients in a user-friendly dashboard view. AnyHour's new advanced reporting and dashboard capabilities give institutions the utmost insight into each interaction so that they can be confident in the experience the company is creating for their customers/members and immediately see what, if any, actions are required to meet any outstanding service needs.

Holmes added, "With the KIVA platform, we have also established one integration point between our system and multiple client core systems. This has significantly cut down our operating costs and driven efficiencies while giving us the ability to dynamically serve our growing client base of 100 institutions nationwide."

"Our unified Contact Center solution gives AnyHour an open, front-end technology system and robust tools that help the company to not only better serve its clients' customers and members, but also extend a technology advantage to those institutions," said Michael Baker, president and CEO, KIVA Group, Inc. "They have real-time access to customer/member interaction data, which is now automatically routed from AnyHour to its clients' core systems and their back-office staff or sales teams. The institutions get highly visual and detailed information that enables them to quickly pick-up right where the AnyHour agents leave off – without any redundancies – to assist consumers and even pursue cross-selling opportunities."

About AnyHour Solutions
AnyHour Solutions (www.anyhoursolutions.com) is a highly flexible provider of comprehensive, 24/7 contact center services for financial institutions via its AnyHour MSR and AnyHour Loan-By-Phone services. The company's purpose is to help its partners to enhance customer and member service, increase loan volume and reduce operating expenses. AnyHour Solutions has been providing contact center services for almost 20 years. Highlighted by the most experienced staff of agents and a turnover rate under 10%, its contact center goal is to provide "Service They Will Remember." In addition, AnyHour provides online loan application functionality as well as a full suite of mortgage processing services. For additional information, contact Steven Holmes, VP Strategic Development, at 888.622.8696 or sholmes@anyhoursolutions.com.

About KIVA Group
KIVA Group Inc. is a global provider of unified customer interaction and experience management software that helps financial institutions to integrate and optimize their multiple delivery channels to achieve sales success through exceptional service. Respect^{TM} 7, the company's technology platform and suite of applications, is enabling banks and credit unions worldwide to connect the customer, product and services information they need to create a more satisfying experience with each interaction. These teller, branch, internet, call center, IVR, marketing and sales software products can be implemented as point solutions or as part of a strategic initiative to completely unify the enterprise. For more information, contact the company at 866.212.2225 or visit www.kivagroup.com.