



FOR IMMEDIATE RELEASE

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Leading Call Center Strategic Planning and Enterprise Analytics Software Provider Joins Aspect Software Technology Alliance Partner Program

Annapolis, MD – September 8, 2008 – To improve the integration and interoperability of CenterBridge™ with Aspect Software® contact center solutions, Bay Bridge Decision Technologies® announces its participation in the Aspect Software Technology Alliance Partner Program. Aspect Software, Inc. is the world's largest company solely focused on unified communications for the contact center.

As an Aspect Technology Alliance Partner, Bay Bridge becomes one of a select group of suppliers recognized by Aspect software as providing products that offer unique strategic value to Aspect customers.

Through this partnership, Aspect certifies the data integration between the CenterBridge family of products and the PerformanceEdge™ - Aspect® eWorkforce Management™ solution. The Aspect Software Technology Alliance Partner program ensures that Bay Bridge customers using Aspect

contact center applications will achieve comprehensive data integration and have a seamless, optimal user experience based on a stringent verification process. It also ensures that Aspect customers can utilize Bay Bridge's advanced budgetary analysis and long-term planning capabilities. Together, the Bay Bridge and Aspect solutions can allow contact centers to operate more efficiently while improving quality of service.

"PerformanceEdge - Aspect eWorkforce Management customers who are looking to CenterBridge as their long-term contact center strategic planning and enterprise analytics system will now be able to enjoy the benefits of and confidence in a certified data integration process," says Dean Papadopoulos, CEO of Bay Bridge.

PerformanceEdge - Aspect[®] eWorkforce Management[™] provides a set of workforce optimization tools that help contact centers accurately plan, efficiently manage and optimize the performance of their multi-skilled, multi-channel, multi-site and outsourced staffing resources to maximize revenue and customer satisfaction, reduce staffing costs and turnover, deliver superior customer service and improve overall performance for business goal alignment within the customer facing business processes of customer service, collections and telemarketing.

About Bay Bridge

Bay Bridge Decision Technologies provides strategic analytic and long-term planning solutions to the customer contact industry. Bay Bridge's CenterBridge suite of software applications support the executive analytics

and strategic performance management needs of companies seeking innovative strategies for managing their complex customer contact centers, branch locations, and processing organizations.

About Aspect Software

Aspect Software, Inc. founded the contact center industry and is now the world's largest company solely focused on unified communications for the contact center. Our all-in-one, IT-ready solutions communications-enable customer service, collections and sales & telemarketing business processes for small and medium enterprises as well as for two-thirds of the FORTUNE Global 100. For more information, visit www.aspect.com.

For additional information about CenterBridge or our partnership with Aspect Software, please visit our website at www.baybridgetech.com or email us at info@baybridgetech.com.

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