



FOR IMMEDIATE RELEASE

## Mountain Glacier selects Working Solutions and WS iNet for their hosted call center infrastructure.

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**Plano, Texas – January 28, 2009** – Working Solutions and WS iNet announced today that they have deployed a blended agent and hosted call center solution for Mountain Glacier LLC. WS iNet, a leader in hosted call center technology and an affiliate of Working Solutions, is providing inbound, outbound and multi-media capabilities, utilizing a carrier independent, redundant, hosted platform.

The complete solution enables agents to take inbound sales and service calls, as well as place outbound collections calls. Mountain Glacier customers also have the option to be called back if hold times are longer than normal. In addition, customers will be able to make automated payments by phone, while the company will be able to send proactive notifications of upcoming deliveries.

“Moving to a solution like WS iNet allows Mountain Glacier to significantly enhance customer service,” commented George Platt, GM and EVP of WS iNet. “Our state-of-the-art platform gives our customers a major competitive advantage with benefits such as the ability to route calls to agents in any location anywhere in the world, the capability to integrate easily with existing systems, and the benefit of avoiding upfront capital costs.”

“Providing exceptional customer service is one of our top goals,” said Jay Peterson, President of Mountain Glacier. “We are confident that Working Solutions and WS iNet will help enhance our customer experience and relationships even more, further promoting our brand. The hosted solution made the most sense, as we wanted the absolute best technology capabilities to support our customers.”

**About Working Solutions:** Since 1996, Working Solutions has helped corporations control costs while improving the customer experience. Working Solutions partners with forward-thinking companies that understand the value of aligning the contact center with the organization’s objectives. A pioneer in the virtual call center industry, Working Solutions, along with affiliate companies WS Live and WS iNet, continues to be the industry leaders with experienced agents, proven technology, and comprehensive processes. For more information, visit [www.workingsolutions.com](http://www.workingsolutions.com).

**About WS iNet:** WS iNet, an affiliate company of Working Solutions, hosts intelligent, on-demand contact center technology to clients needing a flexible, robust, cost-effective solution. A leader in delivering innovative contact center technology, WS iNet partners with its clients to achieve optimum customer engagement, satisfaction, and loyalty.

**About Mountain Glacier:** Mountain Glacier, LLC, distributes the finest bottled waters, including Ozarka, Poland Spring, Ice Mountain, Deer Park, Wisconsin Glacier Springs, and Mountain Glacier. Mountain Glacier strives to provide high quality bottled water and related products and unparalleled customer service.

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