



FOR IMMEDIATE RELEASE

## Vocantas Inc. announces partnership with Communication Business Avenue Inc. of Japan

*CallAssure to enhance patient care in Japanese hospitals and clinics*

OTTAWA, ON, CANADA - April 22, 2008 - Vocantas, a developer of advanced interactive voice response (IVR) solutions, today announced a partnership with Communication Business Avenue Inc. (CBA) of Kanagawa, Japan. After establishing the need for a partner with both IVR and healthcare expertise, CBA's research identified that Vocantas had the required expertise to help it address critical healthcare shortages in Japan where people have died while waiting for care. A recent survey discovered that Japanese hospitals rejected 14,000 emergency patients in 2007.

The Vocantas CallAssure solution, which has been proven to target these wait-time issues, will be marketed to hospitals and clinics to automate post-discharge patient follow-up via telephone. This will result in a reduction of adverse events and the need for re-admissions, hence reducing wait times for new patients.

The implementation of IVR technology in this environment will significantly reduce the burden on already overwhelmed healthcare resources. The CallAssure solution will also be used to facilitate appointment reminder notifications, missed appointment reminders, rescheduling and chronic disease dosage management.

"We chose Vocantas because of its history of success with IVR technology in healthcare applications," said Mr. Hiroshi Shibayama, CEO of CBA. "We learned how CallAssure has improved patient safety and increased efficiencies for hospitals in North America and knew it could transform the Japanese healthcare system. Vocantas met our criteria for the perfect solution."

Vocantas will be working with CBA to adapt the CallAssure technology for the specific needs of the Japanese market.

"We are very excited to be working with CBA and look forward to seeing the results of the successful implementation of CallAssure in Japan," said Gary Hannah, President and CEO of Vocantas Inc. "As a company founder, I am thrilled when the solution meets the need, as it did with CBA. We are keen to engage with companies like CBA that understand the power of IVRs in healthcare."

CallAssure is a registered trademark of Vocantas Inc. The names of other companies or products mentioned herein may be the trademarks of their respective owners.

### About Vocantas

Vocantas is a developer of interactive voice response systems (IVRS) that use advanced computer telephony and speech technology to provide its customers with cost-



effective customer outreach solutions. The company's easy-to-use, turn-key solutions offer customizable core features and optional enhancements that integrate seamlessly with existing systems. Its products have particular application in the healthcare, education, utilities and customer service environments where they have been proven to increase efficiencies while minimizing operational costs. For more information, please visit [www.vocantas.com](http://www.vocantas.com).

**About Communication Business Avenue**

Communication Business Avenue Inc. (CBA) was founded in 2006 as a communication solution provider. CBA provides VoIP solutions and telephony-related applications, and offers services for web business, translations, localizations and others. For more information, please visit: <http://eng.cba-japan.com/>.

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