Leading Energy Company Deploys Acuity to Maximize Contact Center Performance

Vectren Corporation adopts TouchPoint One Contact Center Performance Management solution to bolster business processes and equip, empower and engage personnel

INDIANAPOLIS, Indiana, April 30, 2015 — TouchPoint One, a leading provider of Contact Center Performance Management software today announced that Vectren has selected its Acuity solution to improve the efficiency and effectiveness of its contact center operations.

A subscription-based Software as a Service (SaaS), Acuity combines a central data store, intuitive business logic designer and specialized analytics engine to deliver real-time performance intelligence through customized scorecards and role-based dashboards. Communication, gamification, quality monitoring, pay-for-performance and other features are tightly integrated and accessible anywhere via web-enabled work stations, pcs, tablets and smart devices.

"Acuity helps us operate more efficiently by streamlining the collection, synthesis and access of performance data from the disparate systems that support our contact centers," stated Cindy Dossett, Performance Assurance Manager at Vectren. "The Acuity dashboards are simple to use with features that enable agents and managers to identify and investigate performance strengths and deficiencies and apply that intelligence to increase quality and enhance the customer experience."

Acuity was enabled via secure web access to every Vectren agent as well as managers, business support staff and senior leadership to strengthen contact center alignment, decision making, communication and process execution.

"Vectren recognizes that expectations for quality customer service are as high in the energy business as any other industry," said Greg Salvato, CEO of TouchPoint One. "We are deeply indebted to Cindy and her team for their invaluable input and support for this exceptional implementation which has enabled us to further clarify the Acuity performance management platform for energy and utility providers."

Additional Information
- For more information about the Acuity Contact Center Performance Management software, go to www.touchpointone.com

- To schedule an Acuity demo and performance management needs assessment, complete the registration form here: http://www.touchpointone.com/Default.aspx or email TouchPoint One sales at info@touchpointone.com.

About TouchPoint One
TouchPoint One is an innovative provider of contact center performance management solutions. The Company's Acuity product is a hosted software solution (SaaS) that combines a central data store, intuitive business logic designer and specialized analytics engine to deliver real-time performance intelligence through customized scorecards and role-based dashboards. Acuity provides a single platform for improved contact center decision making, communication and process execution to achieve greater customer, employee and business success.

About Vectren

Vectren Corporation (NYSE: VVC) is an energy holding company headquartered in Evansville, Ind. Vectren's energy delivery subsidiaries provide gas and/or electricity to more than 1 million customers in adjoining service territories that cover nearly two-thirds of Indiana and west central Ohio. Vectren's nonutility subsidiaries and affiliates currently offer energy-related products and services to customers throughout the U.S. These include infrastructure services and energy services. To learn more about Vectren, visit www.vectren.com.