



News Release

April 30, 2008

FOR IMMEDIATE RELEASE

CMN Implementing Voice/Data call recording, logging, and Management System

April 30, 2008 – Toronto, ON – In an effort to better service our clients, CMN will be implementing the Wygant Encore™ voice/data call recording, logging, and management system on all 24/7 emergency medical phone lines effective May 1, 2008.

Voice/data call recording should be seen as a natural requirement for doing business over the phone. In addition to it being a valuable training aid, it also serves as a line of defence against unfounded claims and provides evidence of what was said in phone calls in the case of a 'who said what' dispute.

Voice recording provides an accurate record of what was said by whom and when and creates voice files to attach to client records. Increased customer satisfaction, agent productivity, skills and motivation all help to increase first-time call resolution and shorten call-handling times. More effective dispute resolution means that disputes can be verified and resolved much more quickly.

Quality monitoring is a major contributor to our employee development. Having the ability to accurately evaluate and analyze our agent-customer interactions helps determine our coaching and training process and allows us to use this intelligence as a positive reinforcement for our staff, which in turn help service you, the Client, better.

CMN is committed to providing the best service possible and the Wygant Encore™ system plays an important role in protecting persons, organizations and assets.

About CMN

CMN is an international health management company that assists governments and insurance companies to successfully manage an increasingly complex and expensive global health care system with ease and economy. We seamlessly integrate services among hospitals and physicians while actively advocating for and assisting patients.

Our medical case management, proprietary provider network and customized services are interwoven to provide the best possible medical care and patient service while reducing and managing risk and costs. Please visit www.cmn-global.com for more information about CMN.

Managing with Care



About Wygant

Wygant is devoted to creating innovative recording, monitoring, analytics and voice processing systems that help our customers optimize their workforce, increase revenues, and satisfy their customers.

Founded in 1983 and considered one of Oregon's fastest growing technology companies, Wygant remains dedicated to our customers by designing applications that are easy to use and reliable.

Wygant Scientific is located in Portland, Oregon, with strategic business partners in Europe.

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