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Vigilan Appoints Robin Hand to VP of Customer Support

Hand promoted for her track record and accomplishments in customer and technical support

PORTLAND, Ore., February 2, 2009 — Vigilant announced today the promotion of Robin Hand to Vice President of Customer Support. With nearly 20 years experience, Ms. Hand has an excellent track record in managing customer inquiries, special service requests, and technical support to meet or exceed every customer request. Through her leadership, she has also developed new programs to smooth the implementation process and to respond to challenges that Vigilant customers encounter. Recent customer surveys show that over 90% of customers are highly satisfied with the support they receive from Vigilant's Customer Support team.

“Robin has a unique ability to manage a myriad of inbound customer challenges in coping with changing regulations and improving processes,” said Doug Fullaway, president and COO of Vigilant. “Whether it is customers, clients or employees, she knows what it takes to keep them happy and productive in day-to-day operations.”

About Vigilant

Vigilant is a leading operational management systems company for independent living, assisted living and dementia care providers who need an easier way to improve the quality of care and to profitably manage their business. Unlike other systems providers, Vigilant offers an adaptive system that can accommodate the variety of state regulations and individual facility requirements. Core to the company's operational excellence suite of products is the Administrator that, on average, increases revenue by \$150 per resident per month. To learn more visit us online at <http://www.vigilan.com>.

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