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CXO Global Solutions bolsters its Microsoft unified communications expertise/portfolio

Company receives Microsoft Certified Partner designation; Principal Systems Architect Robert Burnett advances to elite Microsoft Certified Master status.

Overland Park, Kan., Nov. 3, 2009 – CXO Global Solutions, a managed services firm specializing in unified communications and call center operations, today announced it has received the designation of Microsoft Certified Partner for unified communications. The company also announced that Principal Systems Architect, Robert Burnett, has achieved Microsoft Certified Master status for Microsoft Office Communications Server 2007 – one of fewer than 40 such experts worldwide.*

CXO introduced its unified communications suite of services earlier this year and recently achieved the Microsoft Corp. partnership designation, validating its expertise and product knowledge for all components of Microsoft unified communications. Burnett’s master designation relates to his expertise in Microsoft Office Communications Server 2007, an expertise foundational to the integration of voice and IT components in a unified communications solution.

Microsoft unified communications solutions are becoming more prevalent in today’s mobile workforce environment. They take disparate business communications applications and devices and tie them together under a single platform. Unified communications virtually combine business applications and communications capabilities – phone, voicemail, instant messaging, email, calendar, video and web conferencing, etc. –enabling people to “find” and communicate with each other throughout the day, regardless of location. The solution allows companies to provide a fully operational work environment, without the cost of bricks and mortar.

“This is a tremendous accomplishment for Robert and a designation that validates our company’s reputation for quality and technical expertise in unified communications,” says CXO Global Solutions President and CEO, Bryan DiGiorgio.”It takes a very specific set of skills to successfully integrate the voice services and IT components such that unified communications becomes a business advantage for clients, and our newly gained Microsoft partnership status and Robert’s designation underscore our expertise and ability.”

The CXO Global Solutions portfolio includes **strategic services** – where experts can assess the needs of a business, then create a customized plan for the company’s unified communications platform. Complementing that are CXO’s **turnkey premise-based design and implementation capabilities**, including overall network and system architecture, purchasing all components – enabling customers to leverage CXO’s buying power – as well as configuration and deployment. Rounding out the portfolio is a full suite of **monitoring and ongoing administrative management services**.

CXO has compiled an experienced team of consultants with both voice communication and software expertise, a unique combination of skills that ensures a holistic and knowledgeable view of the customer’s current and future communications environment. CXO’s team has successfully deployed a range of unified communications solutions in a variety of environments.

About CXO Global Solutions

CXO Global Solutions is a Kansas City-based firm specializing in unified communications and call center operations. The firm’s goal is to help multi-site, geographically dispersed companies improve their efficiency and profitability while delivering a consistently superior customer experience. Working in partnership with its clients, CXO provides the people, processes and technology required to “commonize” and optimize the performance of each site. The firm also offers both SaaS-based and on-premise unified communications, including the design, build and deployment of an integrated voice and data solution. As a result of CXO’s central management, strategic guidance and unified communication solutions, clients can more effectively acquire, support and retain their customers.

**This reflects the number of professionals with Microsoft Certified Master status for Microsoft Office Communications Server 2007 as of October, 2009.*