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CXO Global Solutions acquires S3 Integrity

Company enhances call center services portfolio with customer self-service offerings

Overland Park, Kan., Dec. 18, 2009 – CXO Global Solutions, a managed services firm specializing in unified communications and managed call center operations, today announced it has acquired Florida-based S3 Integrity, the developer and distributor of the WuLi Solution™, a proprietary customer self-service business process and technology. The agreement will be effective January 1, 2010.

The company also announced that Mike Tripp, S3 Integrity's chief executive officer, will join CXO Global Solutions as president. Tripp will be responsible for the day-to-day operations and strategy for the call center oversight and management portions of CXO. Bryan DiGiorgio continues as CXO Global Solutions chief executive officer, driving the strategy of the parent company, as well as the operations and strategy for the non-call center lines of business.

The S3 Integrity WuLi Solution™ provides clients with web-based customer self-service solutions designed to improve their customers' experience while reducing operating expenses. The unique solution provides clients with the means to analyze the drivers of customer service calls, and then creates web-based multi-media content to address those questions and issues. This enables the customers to find answers/solutions through the easy-to-use WuLi portal, eliminating the need to call customer service. While many companies focus on resolving a customer's issue on the first call, the WuLi Solution™ allows them to take customer satisfaction to a new level by providing pre-contact resolution – a tangible market advantage.

Tripp is a 20-plus year veteran in customer management and business process outsourcing. He has extensive experience within the financial services, healthcare, telecommunications, consumer electronics, logistics and business process outsourcing sectors. He has led customer management operations for CBS SportsLine and multi-client BPO operations for well-known organizations, including APAC Customer Services and Sprint Telecenters. He will relocate from Orlando to the Kansas City area.

"We are excited about adding S3 Integrity's capabilities into CXO's service offering. The WuLi Solution's self-service capability is a strong addition to CXO's client solutions and complements our core set of call center management capabilities. This enables us to deliver a complete one-stop solution for our clients' customer experience needs," says DiGiorgio. "We're also very glad to welcome Mike to the management team. He brings a great deal of experience and expertise and will be a strong addition."

About CXO Global Solutions

CXO Global Solutions is a leader in enterprise communications systems and managed contact center operations. The company provides consulting, telephony, unified communications, managed contact center solutions, and related services to leading businesses and organizations. Companies of all sizes depend on CXO Global Solutions for state-of-the-art communications and operations that improve efficiency, customer acquisition and retention, collaboration and competitiveness. Through its wholly owned subsidiary WorkSpace Communications™, CXO Global Solutions delivers telephony and Microsoft-based unified communications on a subscription basis to the small- and medium-sized business segment.