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CXO Global Solutions launches unified communications portfolio

Comprehensive suite of services provides businesses with cost savings, simplicity, flexibility and productivity

Overland Park, Kan., July 15, 2009 – CXO Global Solutions, a managed services firm specializing in customer experience and business productivity solutions, today announced the expansion of its product portfolio to include unified communications solutions.

Unified communications take disparate business communications applications and devices and tie them together under a single platform. It virtually combines 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. This enhances collaboration and faster decision-making, which results in a whole new level of efficiency and workforce mobility.

A unified communications solution provides cost savings to an organization by triggering a series of improvements that extends throughout an organization. Individual productivity climbs, followed by heightened workgroup collaboration. Other benefits include reduced infrastructure and support costs, operational efficiency, enhanced workforce mobility and reduced energy consumption.

“One of the biggest advantages of unified communications for every business, especially in this challenging economic environment, is the ability to control costs, while still providing a fully operational, supportive work environment,” explains Michael Haines, senior vice president and chief information officer for CXO Global Solutions. “Unified communications provides the flexibility and capability for a business to do that.”

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.

CXO’s portfolio includes **strategic services** – where experts can assist a business in assessing need, then creating 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 and purchase of 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**. The company expects to introduce **Software-as-a-Service (SaaS)** during the second half of 2009. With a SaaS-based solution, a company can purchase access to a unified communications environment on a “per-user” basis with no up-front investment or back-office infrastructure.

“We’re very fortunate that there is tremendous expertise in unified communications – specifically the voice services and integration component – in the Kansas City area,” says CXO Global Solutions president & CEO, Bryan DiGiorgio. “We’re able to tap into that talent to deliver compelling services and industry expertise to our customers.

“Our entrance into unified communications marks the next logical evolution of our business,” he adds. “It complements our call center oversight and management capabilities, enabling us to meet the communications and productivity needs of a variety of clients.”

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.