



FOR IMMEDIATE RELEASE

## CONNEXIONS EARNS TOP CONTACT CENTER INDUSTRY AWARD

### *Named Best In Outsourced Customer Service*

ORLANDO, Fla. – 10 August, 2010 – Connexions Inc. earned three honors in the 2010 Top Ranking Performers in the Contact Center Industry “Americas” competition. Hosted by contactcenterworld.com, the competition drew several hundred entries from business process outsourcing (BPO) organizations throughout the North, Central and South America region.

Connections earned first place in the **Best in Customer Service – Outsourced** category for “exemplary dedication to customer service based on performance metrics, employee motivation and customer satisfaction scores.” This first-place honor advances Connexions to the global competition in November, which will include BPOs from Europe, the Middle East, Africa and Asia Pacific.

In the America’s competition, Connexions was a finalist in the **Best Technology Innovation – Internal Solution** category. This honor recognizes Connexions’ proprietary sales, retention and service technology innovation, bConnected®, which enhances productivity, performance and customer interactions, while reducing costs. This finalist honor advances Connexions to November’s global competition.

“These awards speak to the deep commitment from everyone in our company to deliver exceptional customer experience, a second-to-none technology solution, and an environment that fosters innovation, top performance and value for our clients.”

**Steven G. Auerbach**  
*Connexions President*

Connexions was also a finalist in the category, **Best Contact Center – Large Outsourced**, for its focus on staff and environment while demonstrating a commitment to clients and their customers, and for ensuring that performance and objectives of the contact center are in line with the organization’s goals.

“We were thrilled and honored to receive this important industry recognition,” said Steven G. Auerbach, President of Connexions.

Connexions is the only business process outsourcer driving results with a combination of proprietary sales relationship management technology and business process outsourcing capabilities focused on customer growth, retention and service. The organization’s customer relationship agents are supported by bConnected, the award-winning technology platform that gives them – and clients – instant insight into each and every prospect, no matter where they are in the end-to-end sales pipeline.

In the past decade, Connexions has experienced explosive growth and success as a revenue driver for a long list of clients that includes Fortune 100 and 500 companies in the healthcare, consumer electronics, shipping and logistics industries, among others.



Accepting the awards on behalf of Connexions were COO Todd Baxter and CIO and Executive Vice President Albert Prast. Baxter and Prast were presenters at the 2010 contactcenterworld.com Top Ranking Performers conference held recently in Orlando.

Contactcenterworld.com is the leading global support organization for the contact center industry around the world. It provides world class research, conferences and a customer-focused website for contact center industry professionals. For more information, please see Award Winners, 2010 Americas, at [www.contactcenterworld.com](http://www.contactcenterworld.com).

**About Connexions:**

Connexions successfully provides professional and contact center services and technology that drive revenue at every touch point for some of the nation's best companies, including major health plans, pharmacy benefits managers, health services organizations and commercial companies. Our US-based contact center staff acquires, retains and services our clients' customers (both B2B and B2C) through calls, web interactions, chat, text and email. Connexions Inc. is a privately held company and part of the New Mountain Partners II, L.P. portfolio, a private equity fund sponsored and managed by Manhattan-based New Mountain Capital LLC. See [www.connexions.com](http://www.connexions.com).

**About New Mountain Capital:**

See [www.newmountaincapital.com](http://www.newmountaincapital.com).

For additional information:

Ellen D. Hosafros  
Senior Manager, Marketing and Communications  
Connexions Inc.  
877-772-6868  
[answers@connexions.com](mailto:answers@connexions.com)