

OVERVIEW

Established: November 1, 2007

Market: Contact center software for small, mid-sized and large enterprises.

Offer: Calabrio One™, a suite of configurable packaged products, including Call Recording, Quality Management, Live Monitoring, Workforce Management, Performance Management, Speech Analytics and Customer Interaction/CTI. Calabrio also provides training and support services.

Distribution: Indirect through channel partners and OEM distribution.

Employees: 100+

Installed Base: 715,000+ desktops

Locations: HQ in Minneapolis, Minn.; Regional Sales offices across North America and Europe.

History:

Calabrio, Inc. was established on November 1, 2007 as a spin-off from Spanlink Communications. Calabrio has 22 years of combined product development experience. Calabrio distributes its software through channel partnerships and an OEM relationship with Cisco, and has installed software on more than 690,000 desktops. Calabrio is a member of the Cisco Developer Network (CDN), and a gold member of the Avaya DevConnect program. Key milestones include:

- 2010 Launches Calabrio One Web 2.0 Suite and Calabrio Speech Analytics
- 2009 Announces Performance Management Alliances
- 2007 Calabrio, Inc. spins off of Spanlink - established as an independent company
- 2006 Acquires Workforce Management company Calabrio (founded in 1992)
- 2005 Launches Calabrio Quality Management (QM)
- 2000 OEMs Agent and Supervisor Desktop Products to Cisco
- 1997 Purchases assets of FastCall from Comdial; OEMs to Lucent and Nortel

Executive Leadership Team:

Tom Goodmanson – President and Chief Executive Officer

Paul Martin – Vice President of Product Engineering and Operations

Tim Kraskey – Vice President of Marketing and Business Development

Ralph Flamini – Vice President of Worldwide Channels

Brett Theisen – Vice President of Direct Sales

Ownership:

Private

Investors:

Split Rock Partners

Blue Stream Ventures

PRODUCTS AND SERVICES

Calabrio One™ - Calabrio One redefines workforce optimization (WFO), allowing contact centers to personalize and optimize the toolset for each user - agents, supervisors, managers, knowledge workers and executives.

Calabrio One is the first contact center software suite of its kind - built in an innovative Web 2.0 framework that delivers so many benefits - share a look-and-feel, leverage common underlying data, minimize cross-application administration, and are easy to implement, use and manage. Workspace views are personalized by employee role, providing the ability to match the work style of different types of users. For example, agents, supervisors and evaluators can log into their customized workspace to access the tools they need to provide excellent customer service, manage effectively and keep the contact center in line with business goals. The following are Calabrio One products:

Calabrio Call Recording – 100% voice recording and monitoring solution that provides an indisputable record of each transaction - prove adherence to regulations, clear up transaction disputes, and defend the interest of the business while still upholding excellence in customer service.

Calabrio Quality Management - a highly-scalable voice and screen recording and evaluation solution that supports agents and supervisors at any physical location.

Calabrio Workforce Management – a forecasting and scheduling solution for multi-site contact centers. Built to be easy to learn and simple to use.

Calabrio Speech Analytics - a Calabrio software solution that provides a very intuitive and practical approach to search and review calls of interest. Includes several Quick Start templates that users can use as-is or customize easily, as well as a bundled professional services offering that provides implementation support and training designed for early success.

Performance Management - Calabrio provides multiple levels of performance management to meet each customer's unique business needs: Real-time alerts; Quality Management Reports (quality scores, comparisons and trends); Workforce Management Reports (adherence, conformance and dozens of KPIs); WFO Dashboards (agent and team scorecards); Integration with Aceyus, Exony and Cisco Performance Management solutions.

Customer Interaction - automates transaction workflows, enables team collaboration, and integrates enterprise data and applications in a unified desktop. Sold as Cisco Agent Desktop (OEM).

Corporate Fact Sheet

Supervisor Desktop - integrates team coaching and collaboration tools with Calabrio Quality Management, Calabrio Workforce Management. Sold as Cisco Supervisor Desktop (OEM).

Services - The Calabrio **Technical Assistance Center (TAC)** provides support for all Calabrio products. The Calabrio Planning, Design and Implementation (**PDI**) **Help Desk** supports qualified partners with best practices for successful design and installation and end-users who need help with product features or functionality. Calabrio also provides ongoing end-user and partner **Training** services to deepen or refresh training provided during implementation.

ALLIANCES

Elite Resale Partnerships:

CDW Logistics, Inc.
Dimension Data - GLOBAL
eLoyalty Corporation
Insight Networking
JAMS Technology
Nexus IS, Inc.
Presidio Networked Solutions, Inc.
Spanlink
Steria
Touchbase USA, Inc.

Calabrio also has more than 20 premier-level partners.

Key Technology Partnerships:

Cisco Systems Development Partner
Avaya DevConnect Program Partner
Adobe Systems Development Partner
Red Hat Development Partner
Microsoft Gold Partner
Wipro Technologies Development Partner

CONTACT INFORMATION

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