

Call Center Outsourcer TMone Achieves Unprecedented Growth by Leveraging Integrated Cloud Computing Solutions from Five9 and Salesforce.com

Business Process Outsourcing (BPO) provider delivers “red carpet” experience for clients’ customers by using the combined power of on-demand call center software from Five9 and an integrated on-demand CRM solution from Salesforce.com

PLEASANTON, Calif. – June 22nd, 2009 – Five9, the leader in on-demand call center software announced today that TMone, a leading provider of business process outsourcing for the front office has deployed Five9 Virtual Call Center Suite integrated with on-demand CRM from Salesforce.com across all call center agents to deliver high-quality customer experience on behalf of their large enterprise clients. Moving the call center and CRM infrastructure to cloud computing solutions from Five9 and Salesforce.com resulted in several recent large enterprise client wins for TMone.

As experts in business process outsourcing, TMone operates on behalf of growth and brand-focused companies primarily in the communications, financial services, retail, software, and utility sectors. The company provides both business-to-business (B2B) and business-to-consumer (B2C) multi-channel one-to-one customer interaction services.

“We pride ourselves on delivering a ‘red carpet’ customer experience on behalf of our clients. Five9 turns our Salesforce.com solution into a fully-functional, enterprise-grade web 2.0 contact center,” said Anthony Marlowe, Co-Founder, President & CMO of TMone. “We chose Five9 for its market leading combination of scalability, reliability and functionality; since moving to the Five9 platform we’ve been able to grow large customers faster than ever before,” continued Marlowe.

By unifying Five9’s call center software and Salesforce.com’s CRM solution for their inbound and outbound channels, TMone ensures that clients experience increased customer loyalty, consistent sales performance, financial efficiencies and diligent adherence to existing marketing communications strategy. The productivity benefits of operationally focused call center software, coupled with the sales and customer loyalty benefits of lifecycle-focused CRM software, give TMone a tremendous advantage over its competitors.

By combining information from Five9 and Salesforce.com, TMone can provide unique Telephone Account Management (TAM), customer care, retention and win-back services. Since each call is automatically logged and call center agents can maintain additional customer information in a unified cloud computing platform, TMone can provide customer service as effectively as its clients’ own call centers. Additionally, TMone can

leverage data collaborated from both systems to provide its clients unique insights into the business results achieved by the TMone operations, further setting its services apart from large outsourcers that fall short on delivering a consistent and satisfying customer experience.

“We’re very pleased to see TMone quickly grow their business through the use of Five9,” said Mike Burkland, CEO of Five9. “By combining the broadest set of features in the on-demand call center software industry along with Salesforce.com’s powerful CRM solution, TMone has succeeded in delivering a truly unique and positive customer experience that sets it apart in the BPO market,” continued Burkland.

About TMone

Headquartered in Iowa City, IA, TMone provides business process outsourcing (BPO) and customer relationship management (CRM) services through two distinct yet synergetic divisions. The diverse suite of services afforded to clients through convergence of the two divisions is a unique value-add for companies looking for a complete outsourced CRM solution. TMone's operational CRM division provides fully enabled contact center services that support the full customer life cycle using state of the art, Service Cloud integrated multi-media communications. Specializing in Business to Business (B2B) interactions, the division renders a wide range CRM services including customer acquisition, Telephone Account Management (TAM), customer care, retention and win-back services. From concept to execution, TMone's analytical CRM and database management division www.Discount-Lists.com supports its client's efforts by providing targeted direct marketing lists and associated ancillary services such as database profiling, analysis, appends and campaign execution. TMone was named to TMCnet's Who's Who in Teleservices in 2005, 2006 and to Inc.'s Fastest Growing Privately Held Companies in 2007, 2008.

For additional company information, visit TMone's web site at www.TMone.com or contact our corporate offices at 866-577-2461.

About Five9

[Five9](http://www.five9.com) is the leading global provider of on-demand [call center software](#) for telemarketing, customer service, and business continuity. The award-winning Five9 [Virtual Call Center](#) and [Predictive Dialer](#) serves customers of all sizes on five continents. Customers profit from Five9’s reliable, robust functionality that is fast, easy, and affordable to deploy. For more information, visit www.five9.com.

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