

## FACT SHEET

### Company

Communicado, formerly known as SyncVoice Communications, provides the software platforms, management process and real-time communication expertise needed by business organizations and industry partners to make convergence work. Communicado provides its software licensed or as a service for remote management of converged networks. Since 2001, Communicado has been developing software products that help telecom managers and IT support personnel monitor, control and report on their communications environment and its business implications. The company's first product, VXTracker™ software, is used by more than 400 organizations at thousands of locations around the world to minimize communications expenses and risks, optimize the equipment and services that carry the calls, and analyze the way employees are communicating and collaborating. The company has packaged its experience analyzing and managing all of this converged infrastructure into a new Management as a Service concept that combines software, embedded management processes, a supporting partner ecosystem, and hosting.

Communicado is headquartered in Costa Mesa, Calif. and has sales offices throughout North America. For more information, visit [www.communicado-inc.com](http://www.communicado-inc.com)

### Markets

Communicado primarily serves the large and medium enterprise through direct sales and reseller channels. The company's target verticals include technology, financial, insurance, retail, utilities, healthcare and government.

### Products and Resources

Communicado's market leading product, VXTracker, first shipped in 2003. In just over two years, VXTracker software became the leading voice expense and operations management product for distributed multi-vendor environments. The product supports more than 40 different PBX platforms with hundreds of different integration options and is marketed by value-added resellers and system integrators. In August 2007, Communicado released its latest major product offering, the Streamline™ Service Management Platform, which drastically simplifies the process of moving to and managing converged communications on an on going basis. IT organizations or Managed Service Providers use it to remove availability and continuity risks for internal and external customers, respectively. Streamline provides the only risk-free path to the streamlined business processes, cost reduction and mobility promised by unified communications.

### Management

Stephen Rizzone – Chief Executive Officer  
Kerry Shih – Founder and Chief Strategist  
Mike Ortega – Senior Vice President of Sales  
Kaveh Mahjoob – Vice President of Research and Development  
Donald Shimizu – Vice President of Operations

- more -

**Headquarters**

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