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CXO Global Solutions signs agreement with Senture

Premier business advisory and contact center operations firm will provide infrastructure and support for Senture call centers and agents.

Overland Park, Kan., Aug. 12, 2010 – CXO Global Solutions, a managed services firm specializing in unified communications and call center operations, today announced a 1-year agreement to provide insurance licensing training and reciprocal state license filing services for Senture, a Kentucky-based contact center and business process outsourcer with offices in Florida and Kentucky.

Under the terms of the agreement, CXO will put its back-office and infrastructure capabilities to work supporting Senture's insurance business line for the upcoming insurance open enrollment period in the fall. Through its call centers, Senture staffs qualified, licensed agents who can advise callers and enroll them into appropriate insurance plans. Because the agents must be licensed in multiple states, there is a tremendous amount of back-office support that must occur to effectively serve the insurance companies' clients.

"Our role is to ensure each agent is properly trained to test for his or her home state insurance license, and has filed for license reciprocity for each state from which they'll be taking calls," says Mike Tripp, CXO Global Solutions president. "That will allow Senture to focus on its core competency, answering calls quickly and maximizing sales results."

Chris Deaton, Senture's president says "We are happy to be working with the CXO team on this project. Their experience in this area will allow Senture to focus our resources on our customers. It's a good situation for us both."

As insurance licensing becomes increasingly complicated, CXO Global Solutions licensing administration processes enables companies to quickly and effectively get agents trained and licensed to serve the insurance companies' enrollees. CXO's knowledge in infrastructure and back-office process, combined with its strong emphasis on service, ensures that agents are trained quickly and thoroughly and offer the optimum customer experience.

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.