



8x8 Appoints Eric Goffney as Vice President of Customer Success & Support

Accomplished Customer Service Executive Will Oversee Growth and Diversification of 8x8's Support Organization as Company Penetrates New Markets

SUNNYVALE, Calif., Feb. 16, 2012 (GLOBE NEWSWIRE) -- 8x8, Inc. (Nasdaq:EGHT), provider of innovative cloud communications and computing solutions, today announced it has appointed Eric Goffney to the position of Vice President of Customer Success & Support. In this role, Goffney will oversee 8x8's customer support organization as it expands and diversifies to serve a growing base of midmarket and federal government customers.

"Eric brings tremendous leadership, technology and customer support experience to 8x8 along with a solid track record of building highly responsive, revenue producing service delivery organizations," said 8x8 President Kim Niederman. "His experience leading world class support teams will serve 8x8 well as we continue to expand into new markets with our compelling suite of cloud based solutions."

With over 20 years experience building and enhancing global customer service organizations, Goffney has displayed a consistent and proven talent for operational improvement, strategic planning and organizational development throughout his career. Most recently, he served as Head of Global Business & Consumer Support Services at Trend Micro where he revamped and organized disparate regional support teams into a cohesive global support organization while significantly increasing customer satisfaction, service levels and service revenue. Prior to this, he served as Vice President/General Manager of Support Outsourcing Services at Stream Global Services, Senior Vice President, Customer Care for Excite@Home, Senior Vice President Customer Support at Netcom Online Communications and Senior Director, Support Services for IBM/Lotus Development.

"8x8's management, technology and service delivery record have propelled it to the forefront of a dynamic, rapidly growing industry in a relatively short period of time," said Goffney. "I am amazed at what the company has accomplished and the level of passion that continues to drive it forward. Achieving the highest levels of customer success and satisfaction will be a critical component of our future success and I am pleased and honored to contribute my expertise to building an outstanding customer engagement program."

Goffney holds a Master of Education degree from Kent State University and served five years as a United States Navy Officer and Pilot.

About 8x8, Inc.

8x8, Inc. (Nasdaq:EGHT) is a leading provider of cloud communications and computing solutions. With a portfolio of SaaS and IaaS solutions encompassing hosted communications services, contact center, unified communications, video web conferencing, managed dedicated hosting, virtual private servers and more, 8x8 is uniquely positioned as a business' one-stop shop for everything cloud. 8x8 has been delivering cloud services since 2002 and has garnered a reputation for technological excellence and outstanding reliability, backed by a commitment to exceptional customer support. 8x8 customers include small to medium sized businesses, distributed enterprise organizations and government agencies. For additional information, visit www.8x8.com, or connect with 8x8 on [Facebook](#) and [Twitter](#).

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Source: 8x8, Inc.

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