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8x8 and Cayan Honored With Frost & Sullivan CIO Impact Awards for Unified Communications & Collaboration

Industry-Leading Payment Technologies Provider Gained Highest Tangible Benefits Using 8x8 Cloud Communications to Increase Enterprise Agility and Collaboration

SAN JOSE, Calif.--(BUSINESS WIRE)-- 8x8, Inc. (NASDAQ:EGHT), a leading provider of cloud-based unified communications and contact center solutions, and its customer Cayan LLC, formerly Merchant Warehouse, were honored last night at the Frost & Sullivan 2015 CIO Impact Awards Ceremony in San Francisco for the improvements in business agility and collaboration Cayan achieved through its deployment of 8x8's Virtual Office and Virtual Contact Center solutions.

Cayan provides innovative technology solutions that increase the flexibility and value associated with the merchant-customer payment process and experience. Under the direction of Chief Technology Officer Paul Vienneau, the company launched an initiative to replace a costly and fragile collection of traditional premises-based telephony and contact center systems with a unified, cloud-based solution from 8x8 that would support the future growth and strategy of the organization.

"When I joined Cayan, I knew the existing premises-based approach to our increasingly complex communications needs would have to change, especially as we grew globally," said Vienneau. "With the 8x8 solution, all of our core communications services are now under one umbrella, delivered seamlessly and securely in the cloud to all of our employees on whatever device they happen to be using. This has resulted in tremendous productivity gains across our entire organization as employees are able to work more effectively when they are not in the office."

8x8's solutions also provided Cayan with greater visibility into call center metrics and improvements in customer satisfaction. "With the addition of Virtual Contact Center, we now have a complete understanding of numerous call center metrics that complement existing information assets to provide us the ability to correlate decisions made throughout the organization and their impact on our customer base," Vienneau continued. "And, while Cayan has always had a strong focus on the customer experience, the 8x8 solution gained us a new found competitive advantage, allowing us to be more nimble and more quickly provide enhanced services to the merchants we serve."

"Customers like Cayan truly exemplify the business enabling benefits more and more companies are experiencing with their deployment of 8x8's cloud communications services," said 8x8 Chief Marketing Officer Enzo Signore. "We are very proud to be working closely with visionary IT leaders like Paul Vienneau to deliver solutions which not only simplify complex communications challenges, but support overall business agility, growth and competitiveness."

"The CIO Impact Awards Judges were very impressed with both the ambition and achievement of Cayan's cloud telephony/cloud contact center initiative," said Jeff Moad, Executive Editor and Research Director at Frost & Sullivan. "With help from 8x8, Cayan combined a virtual office and virtual contact center with new quality management and workforce management capabilities, enabling the company to provide an elevated level of customer service."

Recipients of the Frost & Sullivan 2015 CIO Impact Awards are comprised of enterprise teams, individuals, and technology partners enabling breakthrough new business models and strategies through the innovative use of transformative technologies. Each nominated project was evaluated by a panel of expert judges that included award-winning chief information officers and Frost & Sullivan researchers. Awards were presented to the teams that led the highest-scoring projects in eight categories: Enterprise Social Networking, Advanced Software Development, Enterprise Architecture, Mobility, Cloud Computing, Unified Communications and Collaboration, Data and Network Resilience, and Advanced Analytics and Big Data.

About 8x8, Inc.

8x8, Inc. (NASDAQ:EGHT) is the trusted provider of secure and reliable enterprise cloud communications solutions to more than 40,000 businesses operating in over 40 countries across six continents. 8x8's out-of-the-box cloud solutions replace traditional on-premises PBX hardware and software-based systems with a flexible and scalable Software as a Service (SaaS) alternative, encompassing cloud business phone service, contact center solutions, and conferencing. For additional information, visit www.8x8.com, or www.8x8.com/UK or connect with 8x8 on [Google+](#), [Facebook](#), [LinkedIn](#) and [Twitter](#).

About Cayan

Cayan™, formerly Merchant Warehouse, is the leading provider of payment technologies that give businesses a competitive advantage. From simple and reliable payment processing, to fully integrated, multi-channel customer engagement platforms, Cayan is continuously developing new ways for businesses to unlock the power of payments. Headquartered in Boston, the company has offices in the United States and Belfast, Northern Ireland. Cayan is one of the world's fastest growing payment companies. For more information, visit www.cayan.com.

About Frost & Sullivan

Frost & Sullivan, the Growth Partnership Company, works in collaboration with clients to leverage visionary innovation that addresses the global challenges and related growth opportunities that will make or break today's market participants. Our "Growth Partnership" supports clients by addressing these opportunities and incorporating two key elements driving visionary innovation: The Integrated Value Proposition and The Partnership Infrastructure. The Integrated Value Proposition provides support to our clients throughout all phases of their journey to visionary innovation including: research, analysis, strategy, vision, innovation and implementation. The Partnership Infrastructure is entirely unique as it constructs the foundation upon which visionary innovation becomes possible. This includes our 360 degree research, comprehensive industry coverage, career best practices as well as our global footprint of more than 40 offices. For more than 50 years, we have been developing growth strategies for the global 1000, emerging businesses, the public sector and the investment community.

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