



For Immediate Release

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Calabrio Welcomes INX Inc. to its Resellers Program

MINNEAPOLIS, Minn., July 22, 2008 – Calabrio, Inc., a leading provider of workforce optimization and unified desktop software for IP-based contact centers, today announced it has added INX Inc. to its growing list of resellers of the Calabrio One™ suite of unified customer interaction products.

INX offers a full suite of Advanced Technology solutions that support the entire lifecycle of IP Communications and contact center solutions. INX will now deploy Calabrio One products, including Calabrio Workforce Management and Calabrio Quality Management, as part of its Cisco Unified Contact Center practice.

“A true unified communication solution enables an organization like a contact center to improve customer interaction through more convenient methods, including voice, instant messaging, web chatting, or e-mail,” said Jon Groves, vice president of professional services at INX Inc. “Calabrio applications complement our technology offerings and will help our customers to deliver more convenient, differentiated services while driving high customer satisfaction, quality customer service, and improved profitability.”

“We are excited to have INX join and support our growing reseller community,” said Ralph Flamini, VP of worldwide channel sales for Calabrio. “As one of the nation’s largest professional services firms in the IP Communications industry, INX is well-tooled to deliver the kinds of customer interaction applications companies need to leverage the full benefits of an IP environment and to grow and strengthen their business.”

The Calabrio One suite integrates Quality Management and Workforce Management with unified desktop applications for agents and supervisors in order to improve the customer experience, grow revenue, and increase profitability. For example, Calabrio One customers can create forecasts, generate work schedules, measure quality and efficiency, access reports and alerts, and collaborate within their teams to impact performance. The Calabrio One name represents a move toward streamlining business processes - providing agents with one view of the customer, and providing supervisors and managers with one view of the contact center – all from a common desktop.

About INX Inc.

INX Inc. (NASDAQ:INXI - News) is a publicly traded network infrastructure professional services firm delivering best-of-class "Business Ready Solutions" to enterprise organizations. INX offers a suite of advanced technology solutions focused around the entire life-cycle of enterprise network and data center infrastructure. INX services are centered on the design, implementation and support of network infrastructure, including routing and switching, wireless, security, unified communications, and data center solutions such as storage and server virtualization. INX customers range from large enterprises organizations such as corporations, to public entities that include federal, state and local governmental agencies. Because of INX's focus, expertise and experience around implementing and supporting advanced technology solutions for enterprises, INX believes it is well positioned to deliver superior solutions and services to their customers. Additional information about INX can be found on the Web at www.inxi.com.

About Calabrio, Inc.

Calabrio, Inc. develops and markets Calabrio One™, a comprehensive suite of customer interaction and workforce optimization software that's easy to implement, use and maintain in new IP-based customer interaction networks. By integrating workforce optimization within the agent and supervisor workflow, Calabrio helps customers align their contact center business processes and performance with their business objectives. Calabrio distributes their software through channel partnerships and an OEM relationship with Cisco, and has installed software on more than 550,000 desktops. Calabrio is also a member of the Cisco Technology Developer Program (CTDP). Find news and information at www.calabrio.com.