

Cloudaction and Continuant Announce Partnership to Deliver eBonding Services

TULSA, Okla., and TACOMA, Wash., February 23, 2016 – Cloudaction and Continuant today announced a partnership to provide eBonding services designed to reduce the amount of manual communication usually required between enterprises. The Continuant-provided service will enable automated processes and workflows, improve decision making, and reduce interdepartmental errors.

This new capability, powered by Cloudaction’s [actionHub™](#) tool, will be available through Continuant Managed Services and will allow for the delivery of eBonding services to Continuant’s growing base of customers.

According to Continuant Chief Operating Officer, Gasper Gulotta, the addition of eBonding with actionHub will be a valuable addition to Continuant’s managed services portfolio, specifically for its enterprise customers. “We’re really excited about bringing this capability to our customers because it makes us an extension of their staff and allows us to bring their information seamlessly into our call centers, eliminating the possibility of errors,” Gulotta said. “With complete visibility into the progress of a request or incident, users feel empowered and confident that their issues are being addressed. This allows them to stay focused on their own tasks and stay productive,” he added.

actionHub, which is built on the Salesforce1 platform, is an integration accelerator that automates the process of synchronizing data and orchestrating business rules between enterprise systems by using machine-to-machine communication.

“The results are benefiting all parties involved – customers, Continuant, and Cloudaction,” said Samir Kumar, Cloudaction’s President and Co-founder. “Providing eBonding is clearly a competitive differentiator in today’s managed services market, and we are pleased to partner with Continuant to quickly deploy this value-added service to their customers. The driver is the actionHub integration accelerator, which has the flexibility to connect any Salesforce1 application to any end point (e.g., customer help desk), whether that end point is in the cloud or on premises.”

About Cloudaction, LLC

Cloudaction (www.cloudaction.com) is a cloud solutions firm focused on strategic consulting, implementation, integration, and innovation on and around the Salesforce1 (Force.com) platform. Our pure-play focus on the Salesforce1 platform spans Sales Cloud (CRM), Service Cloud (Customer Service), Remedyforce (IT Service Management), Cloud Coach (Project Management), and custom Salesforce1 solutions. Based in Tulsa, Oklahoma U.S.A., we are a global company serving the Americas, Europe, South Asia, and Australia. With satellite offices

across the U.S. and a Center of Excellence for Salesforce1 development in Pune, India, Cloudaction delivers exceptional results, on time and on budget.

About Continuant

Continuant (www.continuant.com) is an independent provider of global unified communications managed services solutions for the enterprise, with an unsurpassed record of extraordinary customer service. As a global managed services provider, Continuant is committed to achieving its customers' business communications objectives. From maintenance and support for legacy systems to managing complex unified communications infrastructures, Continuant provides service plans that deliver proven results along with an outstanding customer experience.

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