



**FOR IMMEDIATE RELEASE**

**CONNEXIONS INC. BOLSTERS OPERATIONAL CAPABILITIES WITH  
ADDITION OF SENIOR BUSINESS PROCESS OUTSOURING PROFESSIONAL**

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*Todd Baxter Will Serve As Chief Operating Officer for Connexions and ConnexionsHealth*

ORLANDO, FL – 16 June 2009 – Connexions Inc. today announced the appointment of Todd Baxter to the position of Chief Operating Officer, with responsibility for all aspects of the organization's operational performance, including achievement of key performance metrics for clients; quality assurance, training and coaching; and support for new sales and cross-selling initiatives – covering Connexions' commercial and healthcare business units. He will report to Connexions President Steven G. Auerbach.

Connexions and its healthcare unit, ConnexionsHealth, provide people, process and technology solutions for a growing list of well-known companies; helping them to acquire, retain and serve customers, and to gain competitive advantage through higher sales conversions and lower cost of sale.

Mr. Baxter, 40, has nearly two decades of experience in executive management positions emphasizing customer care. Most recently as Vice President, Customer Care Operations for Charter Communications, he was responsible for 12 internal and outsourced North American and offshore contact centers. He set strategy and developed plans to improve and maintain all aspects of customer care across multiple channels.

Previously, Mr. Baxter served as Vice President of Operations for Convergys Corporation, where he directed all internet access, cable and broadband clients and managed as many as 12,000 employees. He was promoted several times during his tenure at Convergys, where he also served as Senior Director of Operations, Director of Operations and in various manager-level positions.

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Todd Baxter / Add One



Previously, Mr. Baxter was Department Manager for SPS Payment Services, where he supported financial services, customer care and technical support clients.

In announcing Mr. Baxter's appointment, Mr. Auerbach said, "Todd is a strong addition to a management team of dedicated executives who are focused on delivering business growth, customer intimacy and operational excellence. He will help us drive world-class solutions for the existing and prospective clients served by our commercial and healthcare units."

Mr. Baxter holds a Bachelor's Degree in Finance from East Tennessee State University and a Master's Degree with an emphasis in Technology Management from the University of Phoenix.

Connexions Inc. is a privately held company and part of the New Mountain Partners II, L.P. portfolio, a private equity fund sponsored and managed by Manhattan-based New Mountain Capital LLC.

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**About Connexions Inc.:**

Founded in 1992, Connexions' 2,500 professionals provide technology-based business solutions for a long list of America's best-known corporate and healthcare organizations, including CVS Caremark, FedEx, Kaiser Permanente, Sprint, Olympus, Logitech and SanDisk, among others. See [www.connexions.com](http://www.connexions.com).

**About New Mountain Capital:**

New Mountain Capital, LLC is a New York-based private equity firm investing for long-term capital appreciation through direct investment in growth equity transactions, leveraged acquisitions and management buyouts. New Mountain seeks out the highest quality growth leaders in carefully selected industry sectors, and then works intensively with management to build the value of those companies. See [www.newmountaincapital.com](http://www.newmountaincapital.com).

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