

Steve Kowarsky **Co-founder and Executive Vice President**

Steve Kowarsky directs worldwide marketing efforts for CosmoCom from its Long Island headquarters. He graduated with honors from Harvard College in 1968 and jumped into a career in software at what turns out to have been the dawn of modern computing. Today he works a blur of hours every week to coordinate CosmoCom's rapidly growing operations in the Europe, Middle East and Africa region as well as in Asia-Pacific. Kowarsky also has another love: music. A bassoonist by training, he has the heart of a musician, and, although he doesn't bring his bassoon to work, he does bring a passion for melody and harmony and rhythm that underscores his role as the lead voice for CosmoCom around the world.



Before joining CosmoCom, Kowarsky was the second U.S. employee hired by Comverse Technology, an Israeli/US startup that soared from zero to \$300-million-a-year in revenue by the time Kowarsky left to join CosmoCom as a co-founder in 1997. At that point, CosmoCom had zero revenue and occupied the living room in his friend Ari Sonesh's home in Dix Hills, NY. Kowarsky actually has the little-known distinction of having hired Sonesh at Comverse back in 1987.

Less than ten years after he first started driving to Sonesh's home for work, Kowarsky has seen CosmoCom move into its current headquarters in Melville, NY and open offices in Israel, France, England, Germany, the Netherlands, Hong Kong and Japan.

CosmoCom's flagship product, CosmoCall Universe™, is now the most selected hosted contact center platform of tier-one service providers in the world today.

Kowarsky is considered an industry authority on hosted IP-based, contact center technology and a recognized thought-leader on the subjects of Contact Center On-Demand and Contact-Center-in-a-Box.

He has also played his bassoon on the stage of Carnegie Hall in a quartet led by Brazilian pianist Luiz Simas (<http://cdbaby.com/cd/luizsimas3>). If you twist his arm, he may even tell you about *Knight of the Blue Communion*, the LP he recorded for Epic in Manhattan with eclectic singer-songwriter—and Harvard classmate—Peter Ivers in 1969. Just don't forget to ask him about the future of hosted, IP-based contact center technology. Nobody knows it better.

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To schedule an interview with Steve Kowarsky, please contact Arthur Germain of Communication Strategy group by email at agermain@gocsg.com or by phone at 631-239-6335.

Story Angles

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- IP-based telephony
- Contact Center On-Demand
- Contact Center in a Box
- What it's like to play Carnegie Hall