

# Steve Dellutri

## Biography

### **Stephen Dellutri** Co-founder and Chief Technology Officer

As the top technologist at CosmoCom, Stephen Dellutri leads the team that develops the pioneering contact center on-demand software platform. He held a highly-paid position as a software networking engineer with Citicorp late in 1995 when his friend Ari Sonesh invited him to dinner to discuss an intriguing idea. The two men had known each other for years. Sonesh had given Dellutri his first job out of college as IT Manager at Comverse Technology on Long Island and had tried more than once to recruit him back to Comverse. This evening, however, Sonesh had a different idea he wanted to discuss with Dellutri.



According to corporate legend, Sonesh sketched out his vision that evening for a multimedia contact center platform that would handle not only telephone calls, but also multi-channel access (Web, voice, email, fax, IM and video) in one platform taking full advantage of the expanding universe of IP Telephony. Sonesh felt so strongly about his vision that he had decided to leave Comverse and form a new company to make it a reality.

It must have seemed like a long shot. At that point, Sonesh's company had no product and no customers. But Dellutri couldn't resist. With his IP networking background, he could see how to implement Sonesh's vision. No one had developed an IP-based contact center platform before. But that just meant they didn't have to carry a lot of legacy technology ahead with them. They would be able to engineer their product from the ground up. It was the proverbial "blank sheet of paper" that engineers love.

#### Story Angles

- IP-based contact center technology
- Software engineering: from idea to execution

Over the course of the next eight months, Dellutri left his secure corporate job and became an entrepreneur, joining Sonesh as a co-founder of CosmoCom. The two spent days and nights designing, developing and testing the breakthrough product that would become CosmoCall Universe. During that period, Dellutri virtually moved into Sonesh's house—CosmoCom's original office—often sleeping on the living room floor. It was a tremendously exciting time. If an element needed in their design didn't exist yet, they created it. Along the way they co-authored two U.S. patents. And it worked. Today CosmoCall Universe™ is the most selected platform in the world for the hosted contact center offerings of tier-one service providers, and is the in-house technology for some of the largest enterprise call centers in the world.

Now that CosmoCom has a significant global installed base of its own, the page is no longer blank. But the excitement is still there for Dellutri. "It's wonderful to create something from scratch and see it actually work, but it is even more exciting to see what we created being used out there in the marketplace. We were all alone when we started. Now we have customers all over the world interacting with us and giving us feedback on how they want the system to evolve. It's a different dynamic, and it's happening on a much larger scale."

Dellutri was born in Brooklyn and graduated with degrees in software engineering and electrical engineering from Stony Brook University on Long Island and post graduate studies in telecommunications engineering at Polytech. In February 2006 he was named to Long Island Business News magazine's prestigious "Top 40 under 40" list.

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*To schedule an interview with Stephen Dellutri, please contact Arthur Germain of Communication Strategy Group by email at [agermain@gocsg.com](mailto:agermain@gocsg.com) or by phone at 631-239-6335.*

