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Five9 Expands Cloud-Based Contact Centre Solutions to EMEA Market

Industry Veteran Paul Thomas Leads Team with Focus on Strategic Growth

SAN RAMON, Calif. & LONDON--(BUSINESS WIRE)-- Five9, Inc. (NASDAQ:FIVN), a leading provider of cloud contact centre software for the enterprise market, today announced a significant expansion into the European, Middle Eastern, and African (EMEA) markets. Five9 has established an EMEA headquarters in London, with data centres in Slough, England as well as Amsterdam for redundancy. As cloud-based technologies become more commonplace in global markets, Five9 is seeing a much stronger interest from enterprises wanting to move away from their legacy, premise-based contact centre solutions and onto Five9.

Five9 believes the timing is ideal as many European markets are increasing adoption of cloud-based solutions. With the Five9 cloud-based contact centre solution, companies can now achieve the benefits of one virtual contact centre, enabling them to serve their clients more effectively across geographic regions.

According to Gartner, the "Contact Center as a Service (CCaaS) market in Western Europe is maturing such that IT leaders and customer service organizations have a range of competitive offers to consider in place of more traditional, premises-based contact center infrastructure."[1]

Several European enterprise companies have already implemented Five9 and are benefiting from the cloud-based software for their contact centres. Five9 began its go-to-market strategy in 2015, including the appointment of Paul Thomas as managing director in the UK, and initial teams to expand its direct and indirect reach throughout the region. Five9 has also established strategic, regional partnerships with leading CRM-vendors such as Salesforce, Oracle and Zendesk, and supports integrations with numerous other technologies. The company currently has more than 2,000 customers globally that have implemented the Five9 Virtual Contact Center (VCC).

Paul Thomas, Managing Director, EMEA, joins Five9 with more than 20 years of experience in the contact centre solution space within Europe. Before Paul joined Five9, he held the role of regional vice president at Aspect Software, responsible for interaction and workforce management solutions. Prior to this he was vice president of international operations for Voxeo Inc, and director of sales at Nuance Inc.

"I'm very pleased to be a part of the Five9 team at a time when there is significantly increased cloud adoption," said Paul Thomas, Managing Director, EMEA, Five9. "Five9's impressive partner ecosystem enables international customers to benefit and leverage market leading solutions across the globe, automating front and back-end tasks seamlessly. It's refreshing and exciting to be part of a team that is so customer focused, supporting the global contact centre market in a time of rapid change."

Enterprises today can provide powerful conversations between agents and consumers by integrating Customer Relationship Management (CRM) software with the Five9 VCC. By empowering the agents with relevant real-time and historical data, organisations are able to deliver a better customer experience and better outcomes.

"This expansion is part of our growth strategy," said Mike Burkland, President and CEO, Five9. "As cloud-based technology becomes more ubiquitous, this creates an opportunity for us to expand our global reach. With this European based team, led by Paul Thomas, and their deep knowledge of the contact centre industry, Five9 is well positioned to offer its award winning solutions to an audience that is ready to receive the benefits of cloud-based solutions."

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About Five9 VCC

The Five9 solution delivers everything needed to connect customers to agents in the channels they prefer, whether it is phone, web, chat, email, mobile apps, or social media.

Five9 provides a full end-to-end solution with sophisticated management applications such as, supervisor desktop to

monitor and coach agents, real-time and historical reporting, recording, workforce management, quality monitoring, out-of-the-box and custom CRM integrations.

Five9 VCC Features

- A fully blended platform for both inbound and outbound contact centres, designed from the ground up in the cloud to help agents be more productive

- A comprehensive multichannel solution that is designed to be highly intuitive, assisting agents by providing rich customer context to improve customer experience, powered by Five9 Connect

- A trusted platform that is reliable, scalable, secure and compliant, built on a flexible architecture with redundant data centres

About Five9

Five9 is a leading provider of cloud software for the enterprise contact centre market, bringing the power of the cloud to thousands of customers and facilitating approximately three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centres, helping organizations transition from legacy premise-based solutions to the cloud. Five9 provides businesses reliable, secure, compliant and scalable cloud contact centre software designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit http://www.five9.com/uk/en.

[1] **Source**: Magic Quadrant for Contact Center as a Service, Western Europe, Steve Blood, Drew Kraus, Daniel O'Connell, 15 October 2015

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Five9 Media Contacts
EMEA
Sabine Winterkamp, +49 171 2916761
Sabine.Winterkamp@Five9.com
North America
Katie Bromley, +1 925-364-9139
Katie.Bromley@five9.com

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