



Calabrio Raises Investment from KKR for Continued Growth in Customer Engagement and Analytics

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Funding fuels continued SaaS success as customers transition to the cloud

Minneapolis, MN — November 13, 2018 — Calabrio, a leading provider of customer engagement and analytics software, today announced a follow-on investment from KKR to continue its rapid growth and shift to the cloud.

With this investment, Calabrio will continue its focus on providing world-class products and services to customers who increasingly want to avoid on-premises environments in favor of low-resource-intensive cloud deployments. With the global cloud-based contact center market expected to grow at a rate of [25 percent from 2017 to 2022](#), Calabrio's multi-tenanted solution is poised to serve this fast-expanding customer base.

"As cloud transformation accelerates across every industry and every aspect of the enterprise, the cloud-based contact center is rapidly becoming the model for many innovative and successful organizations," said Tom Goodman, president and CEO at Calabrio. "We have seen a rapid shift from on-premises to cloud-based deployments. Having a partner like KKR to back this growth has been a driver of our success."

Calabrio ONE's powerful voice-of-the-customer analytics and advanced reporting deliver deep insights to the enterprise. The unified suite provides a single view of the customer, and improves the agent and customer experience through workforce management (WFM) and quality management (QM) capabilities. Calabrio ONE is deployed in the cloud, as a hybrid or on-premises, and deeply integrates with leading Contact Center as a Service (CCaaS) providers [Amazon Connect](#), [Cisco Customer Journey Platform](#), [Five9](#) and [Serenova](#), as well as a number of privately hosted CCaaS vendors.

"Calabrio is taking the world's contact centers to the cloud," said John Park, Calabrio's Chairman of the Board and Member at KKR. "The company's first-to-market WFO cloud offering eases the transition for enterprises and has driven significant global growth. This additional investment by KKR will further Calabrio's momentum and leadership in the thriving customer engagement and analytics arenas."

About KKR

KKR is a leading global investment firm that manages multiple alternative asset classes, including private equity, energy, infrastructure, real estate and credit, with strategic partners that manage hedge funds. KKR aims to generate attractive investment returns for its fund investors by following a patient and disciplined investment approach, employing world-class people, and driving growth and value creation with KKR portfolio companies. KKR invests its own capital alongside the capital it manages for fund investors and provides financing solutions and investment opportunities through its capital markets business. References to KKR's investments may include the activities of its sponsored funds. For additional information about KKR & Co. Inc. (NYSE: KKR), please visit KKR's website at www.kkr.com and on Twitter @KKR_Co.

About Calabrio

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity. Find more at <https://www.calabrio.com/> and follow [@Calabrio](#) on Twitter.

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