

Established November  
**2007**

 **Headquartered in  
Minneapolis, MN**  
(Offices across North America,  
Europe and Asia-Pacific)

**4,000**  
customers worldwide

Nearly  
**1 Billion**  
calls recorded annually

**225+**  
employees worldwide

**130**  
global partners

Installed on  
**1.5M**  
desktops

Named a Leader by  
Gartner in its Magic  
Quadrant for Customer  
Engagement Center WFO

## Corporate Overview

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.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

## Brief History

Calabrio has been developing and deploying customer engagement focused solutions since the mid-90's, and spun-out in 2007 to provide software for organizations across industries with 5 to 50,000 seats. In a big market that is only getting bigger, Calabrio has emerged as a disruptive player in the new world of customer engagement. Developed from the ground up, the integrated Calabrio ONE suite is elevating workforce optimization software from a commodity focused on call recording to mission critical technology for the entire enterprise.

## Customers

Calabrio has over 4,000 customers worldwide spanning industries and sizes, including:



## Corporate Executives

**Tom Goodmanson**  
President and Chief Officer

**Theresa McGlothlen**  
Chief Financial Officer

**Matt Matsui**  
Senior Vice President of  
Products, Markets &  
Organizational Strategy

**Brian Humenansky**  
Senior Vice President of  
Product Development

**Dale Bastian**  
Senior Vice President of  
Global Sales

**Tim Kraskey**  
Senior Vice President of  
Support Operations

**Rebecca Martin**  
Vice President of Marketing

## Ownership

Private

## Investors

Split Rock Partners  
Blue Stream Ventures

## Contact Us

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