

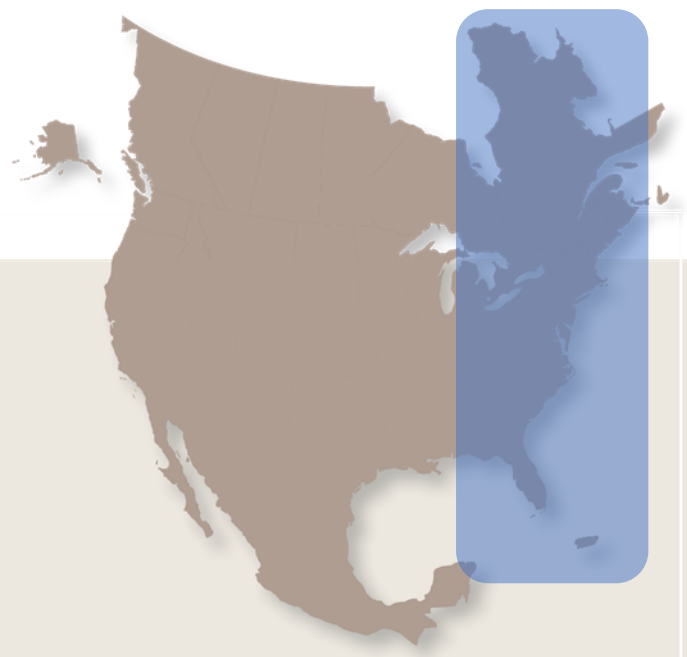
# EX-839

FOUNDED 15+ YEARS AGO

- Customer Experience (CX) expertise
- 2024 Revenue: \$11.5M (projected)
- 52% Annual Recurring Revenue
- 90% Customer Retention Rate

The Company is a preeminent provider of enterprise software solutions catering to contact centers ranging from 50 to 10,000 agents. Its proprietary cloud-based workforce management platform surpasses traditional on-premise alternatives by offering accelerated implementation, superior 24/7 domestic technical support, and a robust suite of advanced features. Possessing a comprehensive suite of Customer Experience (CX) technologies and deep industry expertise, the Company is uniquely positioned to capitalize on the industry's transition to AI-driven solutions.

By mapping customer journeys, seamlessly integrating multiple CX tools, and leveraging advanced analytics, the Company is at the forefront of delivering transformative customer experiences, driving new customer acquisition, enhancing retention, and reducing support costs.



HEADQUARTERS

East Coast



# OF EMPLOYEES

17

Management	3	<div style="width: 15%;"></div>
Sales/Marketing	5	<div style="width: 25%;"></div>
Accounting/Finance	1	<div style="width: 5%;"></div>
Professional Services	8	<div style="width: 40%;"></div>

Note: \*One is 1099 contractor included in total



## PRODUCTS AND SERVICES

### Primary Services

- Contact Center as a Service (CCaaS)
- WorkForce Management (WFM)
- Recording, Quality Assurance and Speech Analytics
- Automation
- Artificial Intelligence (AI)

### Secondary Services

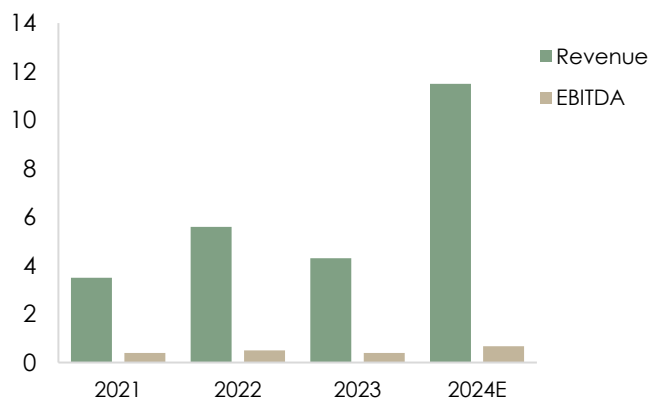
- Customer Support
- Managed Services
- Dedicated Engineers
- Workforce Management Consulting

### Tertiary Services

- Call Extraction and Playback
- Workforce Management Staff Augmentation
- Moves, Adds, Changes (MACs)



## FINANCIALS 2021-2024E



Description (\$M)	2021	2022	2023	2024E
Revenue	\$3.5	\$5.6	\$4.3	\$11.5
Gross Profit	\$2.2	\$3.6	\$2.8	\$4.9
Adj. EBITDA	\$377k	\$542k	\$393k	\$675k

### % BY REVENUE TYPE (2024E)

Product Sales	40%	<div style="width: 40%;"></div>
Professional Services	20%	<div style="width: 20%;"></div>
Maintenance	40%	<div style="width: 40%;"></div>

### RECURRING REVENUE

2021	\$1.50	<div style="width: 30%;"></div>
2022	\$2.20	<div style="width: 40%;"></div>
2023	\$2.60	<div style="width: 50%;"></div>
2024E	\$3.50	<div style="width: 60%;"></div>

## INVESTMENT CONSIDERATIONS

- Growth Capital:** The Company presents a unique opportunity for growth-oriented partners. With two equal shareholders (one eager for expansion and the other seeking retirement) this investment facilitates two objectives. A strategic partner will help scale operations through increased sales and marketing efforts while providing an exit strategy for the retiring partner. The Company's focus on cloud services positions it well for future growth in the dynamic technology landscape.
- Workforce Management Cloud Solution:** By eliminating the complexities and costs associated with on-premise systems, the Company provides a superior and scalable platform for businesses of all sizes. With a proven track record of delivering increased efficiency and cost savings, the Company is poised for rapid growth and well-positioned to capitalize on this expanding market.
- Deep Technical Experience:** The Company offers a unique investment opportunity grounded in deep technical expertise within the managed services and contact center-as-a-service (CCaaS) domains. As a certified NICE Systems reseller and Services Partner of the Year, the Company possesses an unparalleled understanding of the industry's leading technologies. This specialized knowledge, coupled with a proven track record in automation and process optimization, positions the Company as a strategic partner for organizations seeking to enhance customer experiences and operational efficiency.
- Strong Branding:** The Company's strong brand recognition has helped land business with more than 25 Fortune 500 clients, supporting 100,000+ agents, and over 1000 Contact Centers.
- AI Growth:** AI is already having a huge impact on customer service. This Company continues to focus on their growth of AI-augmented customer service leading the way in the Customer Experience (CX) industry.

## CHANNEL PARTNERS

Eventide

zoom

NICE

Omilia  
Conversational Intelligence

## END USER VERTICALS

HEALTHCARE

TRAVEL

TELECOMMUNICATIONS

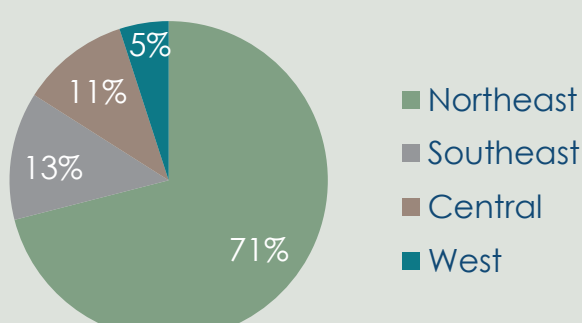
TRANSPORTATION

## CUSTOMERS BY THE NUMBERS

CUSTOMERS: 50

RETENTION: 90%

## BY LOCATION:



## CUSTOMERS BY REVENUE

TOP 5

Company #1	60%	<div style="width: 60%;"></div>
Company #2	13%	<div style="width: 13%;"></div>
Company #3	4%	<div style="width: 4%;"></div>
Company #4	4%	<div style="width: 4%;"></div>
Company #5	3%	<div style="width: 3%;"></div>

Total  
83%

Note: These top 5-Star Customers demonstrate that the Company creates long-term relationships and knows how to serve and retain their large customers.

## NEXT STEPS

To learn more about company EX-839 please sign the linked NDA and return to the ITX team. Our team will follow up with a mutually executed NDA and make an introduction to the company's CEO.

[Start NDA Now](#)

[Contact Us](#)

[Asset Listing](#)

IT ExchangeNet