

Genesys Announces Investment from Hellman & Friedman at \$3.8 Billion Valuation

SAN FRANCISCO — July 21, 2016 — Genesys (www.genesys.com), the market leader in omnichannel customer experience and [contact center solutions](#), today announced that affiliates of **Hellman & Friedman LLC**, a leading private equity investment firm, will make an approximately \$900 million investment to acquire a substantial equity stake in the company from existing equity holders.

This investment represents an enterprise value of approximately \$3.8 billion, positioning Genesys as one of the most valuable private software companies in the world. Following the investment, the **Permira** funds, along with **Technology Crossover Ventures** and the other original investors, will continue to own a majority stake in the company.

The [Genesys Customer Experience Platform](#) dramatically improves the efficiency and effectiveness of marketing, sales, and service. It is trusted by more than 4,700 customers across 120 countries, including the majority of the Fortune 500. It provides full visibility and valuable context in the customer journey across all touchpoints, channels and interactions, to help companies engage their customers and employees while delivering transformative business results.

“We have rapidly expanded our product portfolio, with a focus on Omnichannel Customer Experience, Employee Engagement, Business Optimization, and Cloud,” said Paul Segre, CEO of Genesys. “Permira has been a tremendous partner over the past four years, and Hellman & Friedman’s investment in Genesys is further validation of both our strategy and execution. This investment will help accelerate our growth.”

“We are investing in an industry leader that has a demonstrated ability to out-innovate others in the market,” said David Tunnell, Managing Director, Hellman & Friedman. Added Tarim Wasim, Managing Director, Hellman & Friedman, “We believe in the Genesys vision and the commitment of its employees to transform the customer experience. We look forward to working together as the company executes on the next stage of its growth.”

“Since the Permira funds carved Genesys out from Alcatel-Lucent in 2012, Genesys has significantly expanded its leadership in its growing markets,” said Brian Ruder, Partner and Co-Head of Technology at Permira. “We are delighted to have Hellman & Friedman as a partner in Genesys as the company grows organically and continues to pursue strategic acquisitions.”

Qatalyst Partners acted as financial advisor to Genesys.

About Genesys

Genesys, the world’s #1 [Customer Experience Platform](#), empowers companies to create effortless [omnichannel customer experiences](#), [journeys](#), and relationships. For over 25 years,

we have put the customer at the center of all we do and passionately believe that great customer engagement drives great business outcomes. Genesys is trusted by over 4,700 [customers](#) in 120 countries to orchestrate over 25 billion [contact center](#) interactions per year in the [cloud](#) and on-premises. For more information, visit www.genesys.com.

About Hellman & Friedman

Hellman & Friedman is a leading private equity investment firm with offices in San Francisco, New York, and London. Since its founding in 1984, H&F has raised over \$35 billion of committed capital. The firm focuses on investing in superior business franchises and serving as a value-added partner to management in select industries including software, internet & media, financial services, business & information services, energy & industrials, retail & consumer, and healthcare. For more information on Hellman & Friedman, please visit www.hf.com.

About Permira

Permira is a global investment firm that finds and backs successful businesses with ambition. Founded in 1985, the firm advises funds with a total committed capital of approximately €25 billion (US\$28 billion). The Permira funds make long term investments in companies with the ambition of transforming their performance and driving sustainable growth. In the past 30 years, the Permira funds have made over 200 private equity investments in five key sectors: Consumer, Financial Services, Healthcare, Industrials and Technology. The Permira funds have a long track record of successfully investing in technology companies around the world. Since 1997, over 33% of the Permira funds' investments have been in the core sector of Technology. For more information, visit: www.permira.com.

About TCV

Technology Crossover Ventures (TCV), founded in 1995, is a leading provider of capital to growth-stage private and public companies in the technology industry. Over the past 21 years, TCV has invested nearly \$9 Billion in over 200 technology leaders and completed 59 IPOs and 50 strategic sales. TCV's headquarters are in Palo Alto, California, with offices in New York and London. For more information about TCV, including a complete list of TCV investments, please visit <http://www.tcv.com>.

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