

DATE

March 14, 2018

SECTORS

Technology & Software

DEAL TYPE

M&A Advisory

DEAL LOCATIONS



DEAL TEAM



Klaas Oskam
Managing Director



George Anthraper
Managing Director



Christopher Hieb
Managing Director



Nigel Tse

DC Advisory advised Kayako on its sale to ESW Capital



DC Advisory India is pleased to announce that its client **Kayako**, a leader in customer support software, has been acquired by **ESW Capital** to further invest in creating a unified support experience centred around an integrated chat platform.

Kayako's simple to use and highly scalable integrated customer service platform combines best in class chat capabilities with robust helpdesk and shared inbox functionality. Kayako helps clients manage customer conversations across channels like email, social and chat through a single unified platform. More than 130,000 support professionals use Kayako's scalable customer service platform.

DC Advisory's Customer Interaction Management practice strives to be the advisor of choice to companies providing leading edge customer interaction technologies such as omni channel engagement self-service chatbots, AI-driven virtual assistants globally.

It was a pleasure working with the DC Advisory India team led by Klaas Oskam and Chris Hieb. The team displayed deep customer interaction management domain knowledge and strong cross-border teaming. They ran an end-to-end process providing strong guidance and displaying true perseverance during the entire process. Should the opportunity arise, I look forward to working again with the DC Advisory team in my next entrepreneurial journey.

Varun Shoor
Founder of Kayako

Director