



## Sword Ciboodle: Fast Facts

**Company Name:** Sword Ciboodle

**Locations:** Head Quartered in Glasgow, UK with staff located across 5 continents. Additional offices include: Chicago, USA; Sydney, Australia; Johannesburg, South Africa; Jakarta, Indonesia; and Auckland, New Zealand

**Number of Employees:** 300 employees globally

**Customers:** 68 globally, including Sears, Sony, Vistaprint, JPMorgan Chase, Admiral and Eskom.

### Company Overview:

Sword Ciboodle provides an award winning, multi-channel customer engagement platform, designed for the 21<sup>st</sup> century organization to meet the needs of the 21<sup>st</sup> century customer. From telephone to email and community through self-service, our customer experience fabric enables you to create a consistent, efficient and differentiated service experience.

The customer experience fabric for many global brands, Sears, Bally Total Fitness, Sony and Vistaprint all leverage our platform to construct a genuinely social and customer centric business.

For more information please visit [www.sword-ciboodle.com](http://www.sword-ciboodle.com)

### Management Team:

Mike Hughes, Chief Operating Officer

Richard DeFrancisco, CEO Sword Ciboodle Americas

Kenny Bain, CEO Sword Ciboodle EMEA

Steven Thurlow, Chief Technology Officer

Brian Donn, CEO Sword Ciboodle Asia Pacific

Paul White, Worldwide Sales and Marketing

Paul Gorman, Product Management Director

Michael Cairns, Head of Professional Services

Jim McIntosh, Head of Project Governance

Alan Porter, Chief Financial Officer