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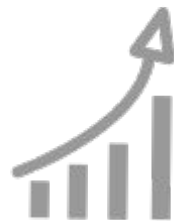
**Presented by:**

Dan Sincavage - Founder/COO

# Tenfold for Dynamics

*Empowering the customer facing employees of the future*





ANDREESSEN  
HOROWITZ



Dec 2014

July 2015

Dec 2015

2016-2017

2018

2019+

Founded and HQ  
in Austin, TX

**\$1.35m** Series  
Seed Funding

Industry Leading  
Library of  
Integrations

**650% YoY Growth**  
as enterprise  
adoption picks up

**\$28.8M** in Series  
A & B Funding  
**Partner Momentum**

**New CEO** to focus  
on Growth  
**\$7.5m** Series C

## Leading Global Brands Grow with Tenfold



700+ Customers



70+ Countries

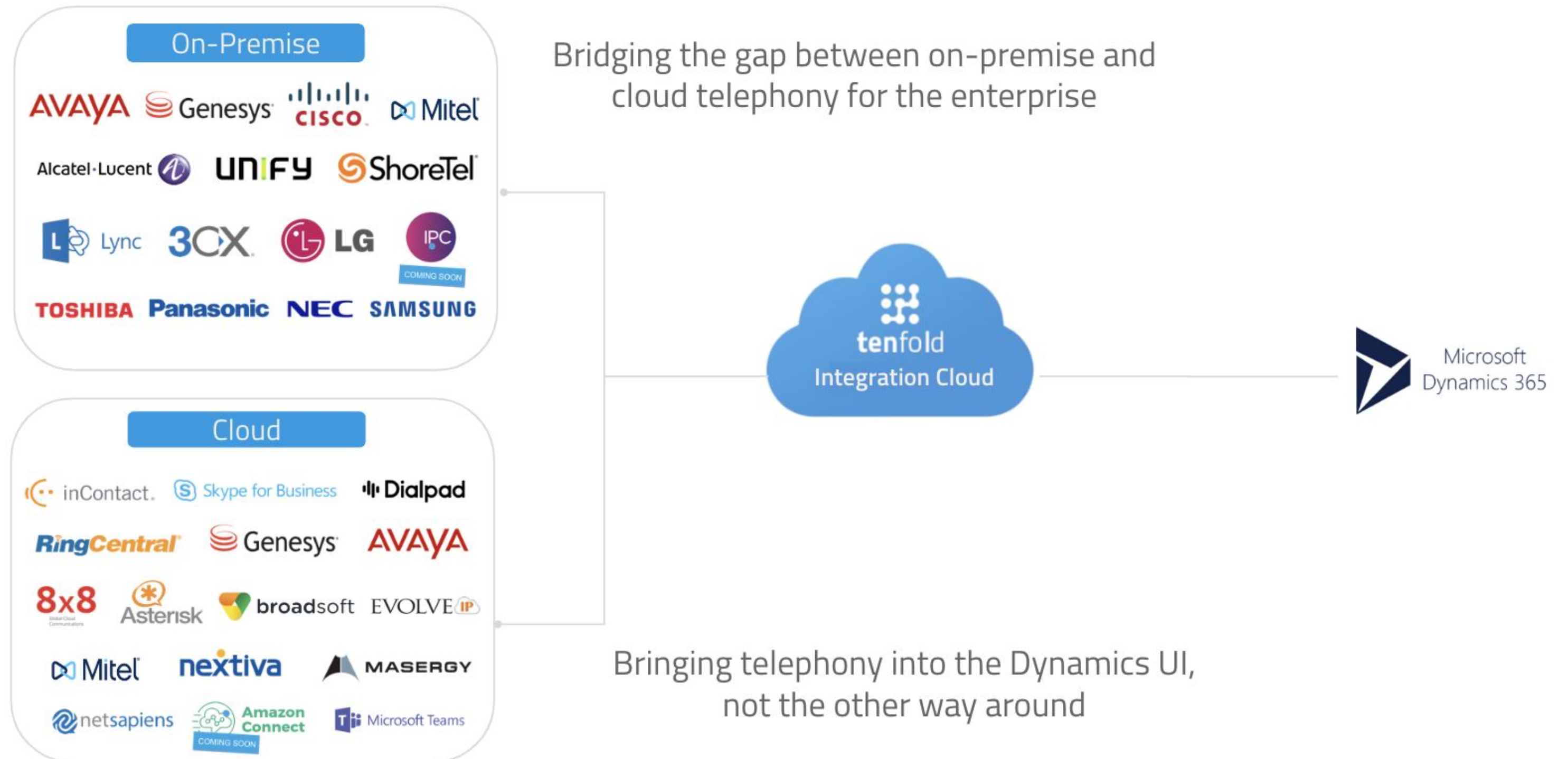


**\$40m+** raised to  
solve for CTI

Financial Services	Communication & Media	Retail & Consumer Goods	Software & Business Services	Travel, Liesure & Consumer Services	And More...

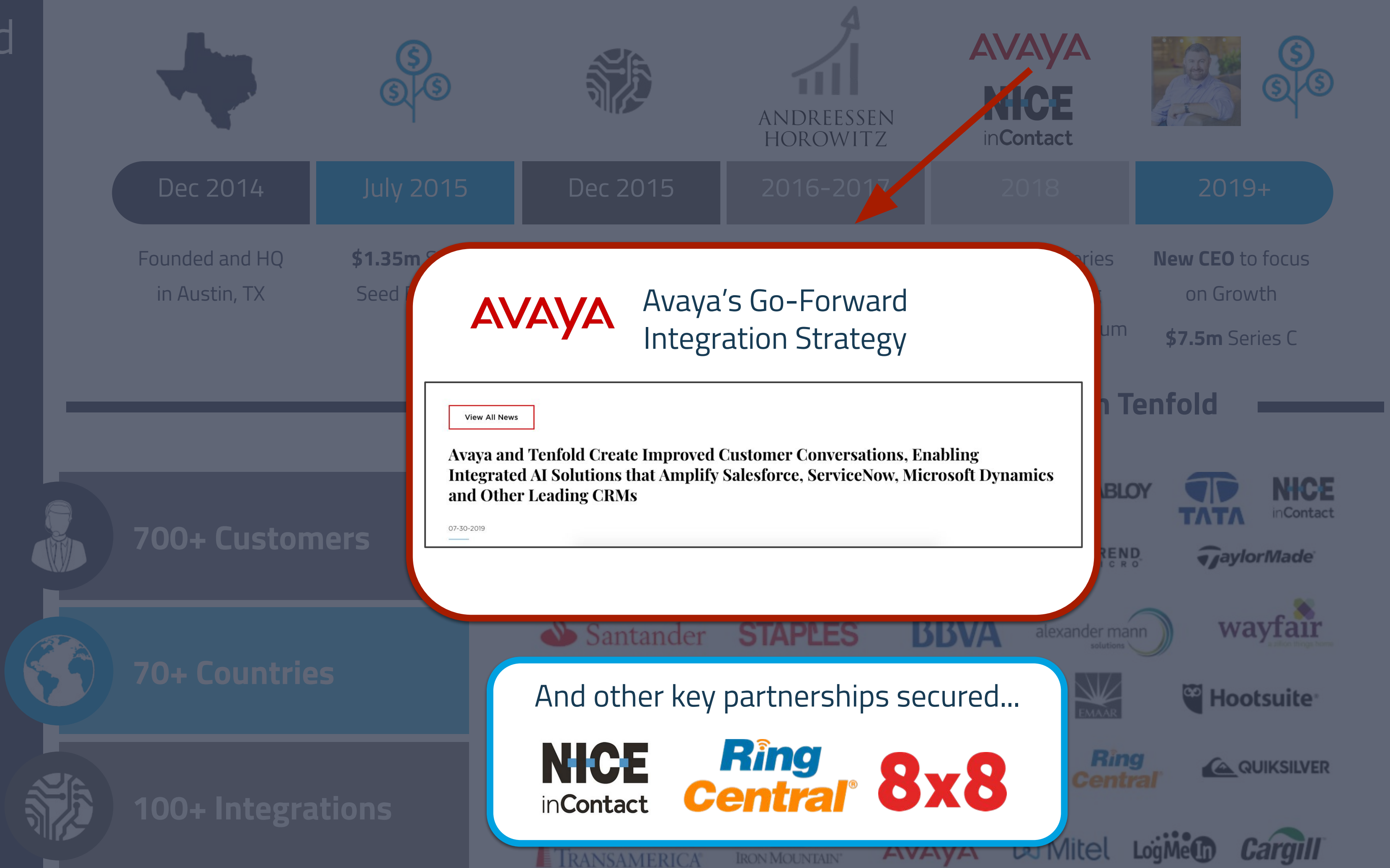
# Tenfold integrates 100+ voice platforms natively with Dynamics

Integrated communication | Workflow Compression | Interaction Data Capture



And we accelerate this transformation by  
**leveraging existing IT infrastructure, while providing Flexibility to Adapt**

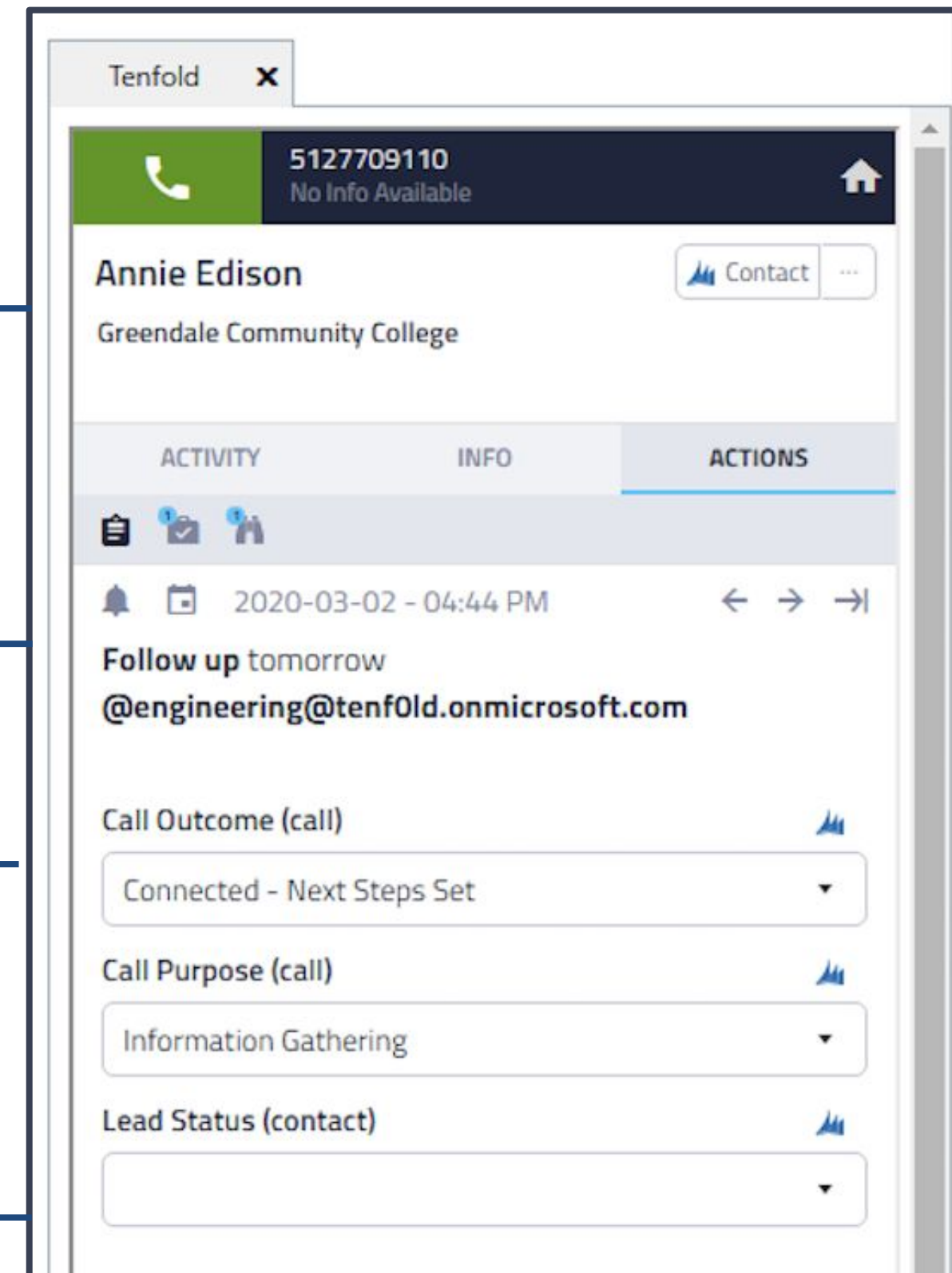




Realtime  
Customer  
ID

Compress /  
Automate  
Workflow

Data  
Capture  
& Insights



Tenfold in Action

# How Companies Measure Value

## INCREASE PRODUCTIVITY

Staples needs to capture more data & know its customers better without losing productivity. With tenfold they've saved **20 hrs per month per agent for an \$18m**

**Annual ROI**



## IMPROVE CUSTOMER EXPERIENCE

T-Mobile **increased its inbound sales conversion rate from 11% to 18 %** (~70% increase) by giving CSRs a 360 degree view of a customer at the moment of interaction for telesales



## BETTER DATA FOR DECISIONING/AI

Jefferies is transforming the Capital Markets with **tenfold at the heart of it's digital transformation** to drive real time trading data from every interaction with context, content & insights.



## INCREASE VALUE RECOGNITION OF CRM INVESTMENT

Prudential was finding difficulty in driving adoption of CRM. **Tenfold ensures every interaction is captured & brings CRM to Users where they work**



Financial Services	Communication & Media	Retail & Consumer Goods	Software & Business Services	Travel, Liesure & Consumer Services	And More...
					 Volkswagen
					
 Standard Bank					
 Prudential					
					

Proven in the Enterprise

## SECURITY/DATA PRIVACY

- SOC 2 Type 2 Certified
- Disaster Recovery/Business Continuity
- GDPR Compliant
- Application Audit Logging
- SAML 2.0 SSO Support

## RELIABILITY

- Multi-Cloud Provider Deployment
- Active/Active Deployments in each
- Multi-Region Deployment
- SOC 2 Compliant Release Process

## DEPLOYMENT METHODOLOGY

- Enterprise Deployment Playbook
- 100s of Enterprise Proof-Points
- Partnering to drive value realization
- Plan -> Implement -> Adopt -> Monitor

## PREMIUM SUPPORT

- 24x7x365 Support Available
- Follow the Sun Support Model
- Extensive Knowledge base available
- Self-serve troubleshooting tools
- Support Best Practices Enablement