

Redbooth Appoints Veteran Support Executive as New Vice President of Customer Experience

Carlo Beckman brings to Redbooth more than 15 years of driving successful customer support programs for leading enterprise software and video game companies

Redwood City, Calif. – December 8, 2015 – [Redbooth](#), the all-in-one workstream collaboration and communications platform that makes teams more productive and accountable, announced it has appointed Carlo Beckman as the company's vice president of customer experience. Beckman will oversee Redbooth's customer on-boarding and retention efforts and manage the company's growing staff of customer success representatives located both at Redbooth's Silicon Valley headquarters and its development and support office in Barcelona, Spain.

Prior to joining Redbooth, Beckman led customer support programs for leading enterprise software and video game companies, including PayPal, Boku, VeriSign Payment Services, Linden Lab, Cryptic Studios and Intuit's Quicken Health. Most recently, Beckman was vice president of customer experience for video conferencing and online meeting services provider Fuze.

"We enthusiastically welcome Carlo to the Redbooth team as we continue efforts to provide our customers with a world-class support experience," said Dan Schoenbaum, Redbooth's CEO. "Carlo's extensive background in both the consumer and enterprise realms will help ensure our customers receive the highest quality of service, spanning from initial on-boarding to extending Redbooth's productivity-driving solution across their entire organization."

Beckman's appointment provides Redbooth with a vital leadership role as the collaboration platform has grown to serve more than 900,000 registered users at more than 4,000 customers around the world. Furthermore, the appointment confirms Redbooth's commitment to making world-class customer experience a competitive advantage in a highly crowded marketplace.

"Redbooth's reputation for being a solution that goes beyond simple enterprise messaging and project management to actually helping organizations benefit from meaningful increases in productivity was a deciding factor to join the company," said Beckman. "It's this kind of undeniable commitment to customer success that separates Redbooth from a growing pack of me-too offerings in the eyes of organizations seeking sophisticated, actionable solutions that offer more than just another way to chat at work."

About Redbooth

Redbooth is the all-in-one workstream collaboration and communications platform that makes teams more productive and accountable with a seamless integration of messaging, file sharing, search, task management, voice and video, centralized into an intuitive virtual workspace. Founded in 2008, Redbooth is a pioneer of team collaboration and communication solutions with a fast-growing list of notable customers, including 1st Franklin Financial, Cognizant, Deutsche Telekom, eBay, Harvard University, Johnson Controls, Nvidia, the Red Cross, ReMax, Sennheiser, Spotify, Thomson Reuters, Warner Brothers, Western Digital and thousands more across the globe. Headquartered in Redwood City, California, with development offices in Barcelona, Redbooth is privately held and funded by Altpoint Capital and Avalon Ventures. For more information and a free trial, visit Redbooth.com.

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