

Customer Service Software

Zendesk

2016 Rank in Category: **2**



Primary URL: Zendesk.com

Year Launched: 2007

TOP 1000 RETAILERS

2016: 49

2015: 36

Growth: 13

TOP 500 RETAILERS

2016: 23

2015: 19

Growth: 4

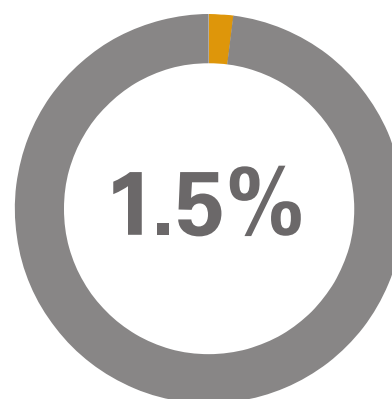
SECOND 500 RETAILERS

2016: 26

2015: 17

Growth: 9

MARKET SHARE



See page 37 for Methodology on market share and other metrics

TOP 1000 CLIENTS

Web Only: 41

Chain Retailer: 4

Manufacturer: 4

Catalog/Call center: 0

KEY CLIENTS

- Groupon Goods
- Choxi
- Gilt Groupe
- Musicnotes
- Tea Collection
- Vertana Group

TOP 1000 CLIENTS BY SIZE

(No. of Top 1000 retailers)

\$10 million or less: 9

\$11-50 million: 27

\$51-100 million: 5

\$101-500 million: 5

\$501 million or more: 3

TOTAL TOP 1000 CLIENT WEB SALES

2016: \$5,217,069,410

2015: \$4,034,479,116

Growth: 29.30%

Median: \$27,398,760

PRODUCTS & SERVICES

Customer service software

Entry Level Pricing: \$5-\$99/
agent/month; free 30-day trial

CORPORATE

Address

1019 Market St.
San Francisco, CA 94103
United States
415-418-7506

Management

Mikkel Svane, CEO
Sam Boonin, VP, Product &
Platform Marketing
Morten Primdahl, CTO

Source: Internet Retailer 2017 Leading Vendors to the Top 1000. Category leaders are ranked on the total number of clients named by retailers in the 2016 editions of the Top 500 Guide and Second 500 Guide, which collectively make up the Top 1000.