

Twilio - Company Profile

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Here is a comprehensive and accurate company profile for Twilio, based on current web research: ## Twilio Company Profile #### 1. Basic Information * **Founded Year:** 2008 * **Founders:** Jeff Lawson, Evan Cooke, John Wolthuis * **Current CEO:** Khozema Shipchandler (appointed January 8, 2024) * **Headquarters Location:** San Francisco, California, USA * **Number of Employees:** Approximately 6,000 (as of Q1 2024) * **Website:** twilio.com * **Contact (Support):** support@twilio.com | +1-888-908-9454 #### 2. Company Overview Twilio is a leading cloud communications platform that enables developers and businesses to programmatically embed voice, messaging, video, and email capabilities into their applications. The company provides a robust set of APIs that allow enterprises to create rich, personalized customer engagement experiences across various digital channels. * **Company Mission:** Twilio's mission is "to power the future of customer engagement." * **Brief History Highlights:** * **2008:** Founded, pioneering the Communications Platform as a Service (CPaaS) model. * **2016:** Went public on the New York Stock Exchange (NYSE: TWLO). * **2018:** Acquired SendGrid, expanding into email API services. * **2020:** Acquired Segment, adding a leading Customer Data Platform (CDP) to its offerings. #### 3. Key Products and Services Twilio offers a wide range of products and services across communications, data, and applications: * **Twilio Programmable Communications:** APIs for Voice, SMS, Video, WhatsApp, and IoT. * **Twilio Flex:** A fully programmable contact center platform. * **Twilio Segment:** A Customer Data Platform (CDP) that unifies customer data from various sources. * **Twilio SendGrid:** Email API and Marketing Campaigns for reliable email delivery. * **Twilio Engage:** A marketing automation platform built on Segment data. * **Twilio Verify:** API for identity verification and two-factor authentication. * **Twilio Frontline:** Mobile-first application for frontline workers to communicate with customers. #### 4. Leadership Team * **CEO:** Khozema Shipchandler * **Executive Chairman (and Co-Founder):** Jeff Lawson * **Chief Financial Officer (CFO):** Aidan Viggiano * **Chief Product Officer (CPO):** Eyal Manor * **President, Communications:** Elena Donio #### 5. Market Position * **Market Capitalization:** Approximately \$9.3 - \$9.5 billion USD (as of early June 2024). * **Main Competitors:** Sinch, Vonage (an Ericsson company), MessageBird, Infobip, and Amazon Web Services (AWS) for specific communication services. * **Industry Standing:** Twilio is a recognized pioneer and a leading provider in the CPaaS market, often holding a significant market share due to its comprehensive platform and developer-first approach. * **Geographic Presence:** Twilio operates globally, serving customers in over 180 countries with offices across North America, Europe, Asia-Pacific, and Latin America. #### 6. Recent Achievements (2023-2025) * **Leadership Transition:** Khozema Shipchandler was appointed CEO in January 2024, succeeding co-founder Jeff Lawson, who transitioned to Executive Chairman. * **Strategic Focus on Profitability:** Twilio has undertaken significant initiatives, including workforce reductions (February 2024) and a renewed focus on efficient growth and profitability across its business segments. * **AI Integration and Innovation:** Continued rollout of AI capabilities across its product portfolio, including AI-powered summarization for Twilio Flex and advancements in generative AI for customer data activation within Twilio Segment. * **Enhanced Customer Engagement Solutions:** Ongoing development and expansion of its Twilio Engage platform, leveraging unified customer data to drive more personalized marketing campaigns.