



Press kit

The customer communication and engagement platform



Scott Chancellor
Aircall CEO

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Ten years into its journey, Aircall is continuing to rapidly adapt to emerging customer needs, delivering the next generation of game-changing communications technologies for SMBs. With its foundational product capabilities and significant market penetration, Aircall is positioned in a truly exciting way to extend its leadership across a number of adjacent use cases and customer segments, and I could not be more excited by the opportunity to lead the company through that evolution.

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This is Aircall.

Aircall was founded in 2014 with the vision to make phone support as easy to manage as any other business workflow—online, anywhere, and collaborative.

So we developed a phone solution that's easy to set up, easy to use, and easy to scale. Then we made it easy to connect Aircall with the rest of your business tools.

Aircall is a 100% cloud-based customer communication and engagement platform.





Aircall's journey



2014

Creation in Paris, first 100 customers worldwide



2015

Aircall founders attend 500 Startups accelerator program in San Francisco.



2016

Aircall raises a \$8M Series A led by Balderton Capital, FundersClub and FjLabs.



2017

Aircall opens the NYC office and grows from 30 to 100 employees.



2018

Aircall raises a \$29M Series B with Draper Esprit, NextWorld Capital, Newfund.



2020

Aircall raises a \$65M Series C with DTCP, SwissCom and Adam Street.



2021

Aircall opens 2 offices in Sydney, Madrid and London, and raises \$120 million Series D with Goldman Sachs. Aircall is now valued above \$1Bn.



2022

Aircall exceeds \$100 million in ARR, and reaches Centaur status



Aircall today



OFFICES

Paris, NYC, Sydney,
Madrid, London,
Berlin and remote



NATIONALITIES

40



CLIENTS

17,000+



RAISED

\$226M



EMPLOYEES

700+





Aircall's technology



What you see

An intuitive UI

Aircall is recognized for its simple interface and modern design. Users know what to do just by looking at the dashboard.

Customers can create numbers in more than 100 countries and begin onboarding in the same day.

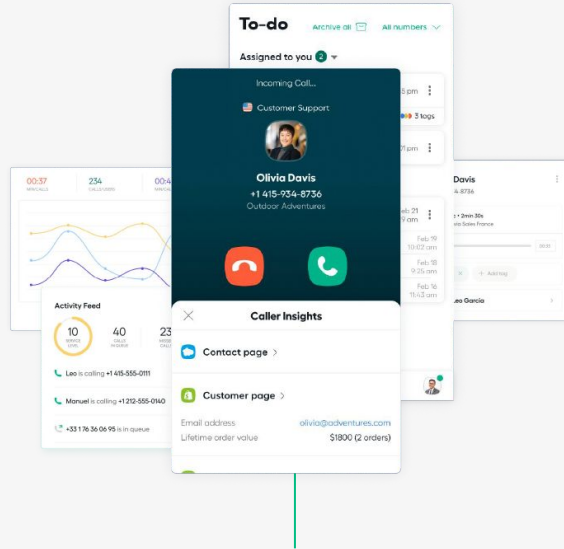
Under the hood

Marketing-leading enterprise infrastructure

Aircall works with global industry leading voice carriers and local providers in selected markets to ensure excellent call quality. Aircall phone apps have strong backend connections to our voice carriers.



Aircall's technology



We believe voice is the most powerful way to communicate with customers, prospects, candidates, and colleagues.

But when the phone is siloed, teams waste time logging calls and searching for context.

That's why we've created a growing ecosystem of apps that easily connect Aircall with other technologies, helping to amplify the power of voice.

From **CRMs and Helpdesk solutions to e-commerce platforms and applicant tracking systems**, Aircall connects with our customers' essential business and conversational tools.

Connecting voice with other business and conversational tools means saving time, finding insights, and providing a more personalized customer experience.



Our mission is to help businesses unlock the power of conversations

We keep aiming high.

1

Become the default phone system for all global SMBs.

2

Create the largest app ecosystem in SaaS to power our mission of bringing value to voice.

3

Enrich conversations with industry leading AI to bring better customer knowledge into voice conversations.

4

Enable businesses to have meaningful conversation, and create long-lasting business impact.



Aircall's Beginning

The idea of Aircall was born at the eFounders studio in Paris in 2014.

Recognizing that a telephone system is complex and expensive to set up, the co-founders set themselves the challenge of revolutionizing corporate telephony. In just a few weeks, they built the first version of Aircall.

As they realized the potential of their idea, the four entrepreneurs started facing technical and operational challenges.

How do you deliver the best possible call quality from various environments and local providers?
How do you develop a reliable and durable architecture in a constantly changing space?

Completing 500 startup's 2015 Batch in San Francisco, Olivier Pailhes, Jonathan Anguelov, Xavier Durand and Pierre-Baptiste Béchu then raised \$2.75 million to make their project a reality. In 5 months, the team grew from 5 to 15 people and the turnover tripled.

Aircall's success story had just begun.



Scott Chancellor
Aircall CEO

CEO

Scott Chancellor

Scott has left an indelible mark on the technology industry as a dynamic leader known for his transformative impact. Formerly CEO at Humu, orchestrating its acquisition by Perceptyx, he steered Apptio's strategy and product suite overhaul as Chief Product & Technology Officer, culminating in its sale to IBM. With a robust stint at Amazon Web Services, Scott founded and led the critical divisions AWS Insights, showcasing unparalleled expertise. Adept at innovation and growth, he's a University of Washington and Harvard Business School alum. Balancing leadership with passion, Scott enjoys flying planes, triathlons, and advising ESG startups, all while cherishing family time with two teenagers and his spirited Cavapoo pups.



Tom Chen
Aircall CPO

CPO

Tom Chen

Tom, an accomplished product leader, spearheads the seamless integration of Product and customer support teams at Aircall, fostering unified product development and elevated customer experiences. As Humu's former CPO, he drove multi-product evolution and successfully entered the survey market. His roles at Instacart, Lyft, and AWS honed his expertise in B2B software, reshaping workplaces with impactful product innovations. From enhancing grocery retail at Instacart to expanding Lyft's B2B line and revolutionizing AWS's cloud cost management, Tom showcases a versatile skill set. Armed with degrees from Johns Hopkins and MIT, Tom enjoys family time, podcasts, sports, gaming, and staying abreast of the latest TV shows when not innovating.



Alan Talanoa
Aircall CTO

CTO

Alan Talanoa

Alan is an innovative CTO, leading the Aircall Tech Department fostering collaboration across Engineering, SRE, Communication Platform, and Program Management for enhanced synergy. His cross-functional approach boosts expertise and system integration, optimizing efficiency. With 20+ years of engineering leadership, Alan's tenure as Humu's CTO showcased his ability to shape high-performing teams. At Honor, as VP of Engineering, he drove substantial growth and modernized tech infrastructure. His role at Lyft overseeing Lyft Business's engineering and contributions to AWS Insights, particularly Cost Explorer, reflect his profound technical prowess. Alan cherishes family hikes, embodying passion for tech and nature alike.



Fred Viet
Aircall CSO

CSO

Fred Viet

Drawing on his solid experience as Director of the Partner Success Program at Amazon Web Services in Australia, Frédéric Viet joined Aircall in 2021 with the mission of developing the company in the APAC (Asia Pacific) region. In just one year, he has succeeded in building a team of 50 experts and making the company one of the leading players in the APAC market. Frédéric Viet has fully contributed to the development of Aircall and a customer base of 17,000 companies worldwide. With his three areas of expertise – direct and indirect channel management, building strategic alliances and developing dedicated teams – he leads Aircall's international sales team.



**Trusted by thousands
of diverse companies**

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Your product is a strong fit for
ecommerce-centric solutions — that's why
we're at Aircall. It's a straightforward product,
everything's simple. You don't need a
massive IT team to implement it correctly.

Baguette Atelier

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**Trusted by thousands
of diverse companies**

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The team sat there with us and helped us map out the whole IVR. It was during a very introductory call and the Aircall representative was just so helpful. The level of service went above and beyond. Aircall's willingness to go the extra mile and make the connectivity and enthusiasm for our work was what really sold us.

Perfect Strangers

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**Trusted by thousands
of diverse companies**

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Working around an unreliable phone system used to add a lot of unnecessary stress to our day. The transition to Aircall was easy, and most importantly for me, it helped bring our focus back to the customer — where it should be.

Tyler Pircio
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**Trusted by thousands
of diverse companies**

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Since adopting Aircall, we've seen a massive change in our ability to understand our performance.

SeatGeek

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Discover our other
customer stories here:

aircall.io/customer-stories



Contact us

For media, analyst and speaking inquiries, please send an email to **press@aircall.io**



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