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Arkadin Background:

Founded in 2001 as a telephone conferencing company, Arkadin has experienced a decade of uninterrupted growth and is now the 3rd largest collaboration solutions operator worldwide. As a leading Global Collaboration Service Provider, Arkadin offers a complete range of remote collaboration solutions from audio, web and video conferencing to Unified Communications.

Arkadin's mission is to provide collaboration tools and services to facilitate and energize teamwork. Successful collaboration within an organisation can lead to increased growth and progress, but with workers becoming more mobile, organisations are continually looking for more efficient and flexible ways of achieving this.

Arkadin enables all types and sizes of organisations to communicate and collaborate effectively using its user-friendly and cost-efficient solutions to increase business productivity. With a global network of 49 operating centres in 28 countries throughout Asia, Europe, Middle East, Africa, Latin America and North America, Arkadin delivers its business solutions around the world using a Software as a Service model so enabling customers to benefit from fast, scalable deployments. Arkadin continues to differentiate itself by providing added value to its base of over 25,500 customers with dedicated, local support.

Arkadin has now taken collaboration services to the next level with the launch in early 2011 of the Arkadin Cloud Collaboration Platform. Involving over two years of research and development, this new private IP network in the Cloud offers the best in simplicity, quality and security at an increased ROI. Arkadin's innovative Cloud collaboration service is making global conferencing very simple for customers with a single list of country access numbers and the support Arkadin Client Care, accessible at any time and in local language.

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Arkadin Facts and Figures:

- 788** We have 788 talented and customer-driven employees working in 49 offices
- 28** We offer local support in 28 countries and in 15 languages
- 80%** We are proud of our high level of scalability, reliability and customer satisfaction; recognized by numerous awards and rewarded by customer loyalty (80% customer loyalty from customers new to Arkadin in 2002)
- 120** 120 of the Fortune 500 are Arkadin customers
- 25,500** We have over 25,500 customers, from SMBs to large enterprises
- 540,000** Over 540,000 active users rely on Arkadin solutions
- 15M** In 2011 we hosted over 15 million meetings, that's one every two seconds!
- 578%** In the last five years we have grown by 578%
- \$100M** We broke through the \$100M turnover barrier in 2010
- 3rd** Arkadin has become the third largest CSP in the world and the second in Europe after just ten years in business

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Arkadin History Milestones:

- 2001**
 - Arkadin founded in France
 - Arkadin offers audio conferencing services, leveraging shift from traditional « attended » business to « unattended » audio conferencing
- 2002**
 - Arkadin develops European presence with offices in Spain and the UK
- 2004**
 - Arkadin opens first offices in North America (US) and APAC (Hong Kong)
 - Arkadin introduces web conferencing
- 2005**
 - Arkadin expands APAC operation with offices in Japan, Australia, Singapore and New Zealand
 - Arkadin awarded the 'Label Gazelle' for expansion by the Ministère des PME (French Ministry for Small & Medium Businesses)
- 2006**
 - Arkadin continues global expansion with office openings in Canada and China
 - Arkadin ranked 4th in the Deloitte Technology Fast 50 for France
- 2007**
 - Arkadin ranked 39th in the Deloitte Technology Fast 500 for EMEA
 - Arkadin receives the 'Prix Réussite', from the IE-Club for most innovative and competitive services company in France
 - Arkadin offers integrated audio and web collaboration services for ArkadinAnywhere web conferencing and third party solutions, Cisco WebEx and Microsoft LiveMeeting.
- 2008**
 - Arkadin launches Climate Care Day initiative
 - Arkadin employee headcount reaches 500
 - Arkadin receives the OSEO 'Prix National de l'Innovation' for innovation strategy and performance (France)
- 2009**
 - Arkadin receives the Banque Palatine & La Tribune 'Prix de l'Ambition' for international success

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Arkadin History Milestones:

2010

- Arkadin receives Frost & Sullivan's Asia Pacific Growth Strategy Leadership Award
- ArkadinVideo introduced following distribution agreement with Vidyo
- Arkadin Express, on demand collaboration service for small and medium businesses is launched
- Arkadin is named International Company of the Year in France by L'Entreprise and Ernst & Young
- Arkadin provides audio and web conferencing and collaboration solutions for SingTel WorldConference virtual meeting service
- Arkadin opens offices in Middle East (Dubai, UAE) and South America (Brazil)

2011

- Arkadin opens office in South Africa
- Arkadin employee headcount reaches 788
- Arkadin receives Frost & Sullivan's European Hosted Collaboration Service Provider of the Year Award
- Arkadin launches the Arkadin Cloud Collaboration Platform, an innovative, private global-IP network that enables customers to manage their global conferencing needs more efficiently and with greater return on investment.
- Arkadin receives Frost & Sullivan's Asia Pacific Growth Strategy Leadership Award

2012

- Arkadin acquires ConferencePlus, the third largest CSP in the US, with an annual revenue of \$30M and a customer base of 11,500.



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