**Glia Exceeds $1B Valuation as Total Funding Surpasses $150 Million**

***Investor confidence to fuel accelerated innovation as Glia continues to reinvent customer support in a digital world***

**NEW YORK, NY and TALLINN, ESTONIA, March 21, 2022** -- Glia, the leading provider of [Digital Customer Service](https://www.glia.com/digital-customer-service-defined) (DCS), today announced $45M in Series D funding led by New York based-global venture capital and private equity firm Insight Partners and joined by existing investor Wildcat Capital Management as well as new strategic investors, including RingCentral Ventures™. This latest round of financing brings Glia's total funding to $152M and its valuation to over $1B.

The additional capital will be heavily allocated toward research and development, helping fuel Glia’s proven decade-long commitment to ongoing innovation in Digital Customer Service. Glia plans to further invest in advanced AI, analytics, messaging, voice, and video capabilities. The results will improve the daily lives and digital expectations of consumers and customer service employees alike. Additionally, the capital will aid in the acceleration of Glia’s geographic footprint in order to deliver the benefits of Digital Customer Service to financial institutions all over the globe.

“The future of customer service is digital, and those that have yet to take steps to modernize their support and engagement strategies are already behind,” said Dan Michaeli, Co-Founder and CEO at Glia. “We’re thrilled by our investors’ confidence reflected in the round’s valuation, recognizing that we’ve only scratched the surface of what Glia can accomplish. Our rapid growth and successful relationships with financial services companies of all types demonstrates the urgent need for Digital Customer Service. As we build upon a decade of innovation, this capital will further extend our reach and help even more businesses across the globe reimagine how they connect with customers digitally.”

“As enterprises digitize processes and services across the board, digital communication is inevitable, and Glia is leading the way in digitally transforming customer service,” said Lonne Jaffe, Managing Director at Insight Partners. “We’re investing more into the company because of its extraordinary growth and momentum and the enormous size of the market opportunity. Most people haven’t yet experienced first-hand the magic and power of Digital Customer Service as consumers, which stems from Glia’s proven ability to create seamless, uninterrupted experiences across CoBrowsing, voice, chat, and video. We’re excited to once again support Glia as they deepen their investment in R&D and continue to set the standard for Digital Customer Service across the globe.”

**About Glia**

Glia is reinventing how businesses support their customers in a digital world. Glia's Digital Customer Service (DCS) solution enriches web and mobile experiences with digital communication choices, on-screen collaboration, and AI-enabled assistance. Glia has partnered with over 250 banks, credit unions, insurance companies and other financial institutions worldwide to improve the customer experience and drive business results. Named both a [Deloitte Technology Fast 500™](https://www.glia.com/news/glia-acknowledged-as-a-fastest-growing-company-in-north-america-by-the-2021-deloitte-technology-fast-500) company and a [Great Place to Work](https://www.greatplacetowork.com/certified-company/7025140) (with a 97% employee satisfaction rating) for a second year in a row, Glia continues to achieve broad industry recognition and customer service thought leadership including publishing [the definitive book on DCS](https://www.digitalcustomerservicebook.com/) with Wiley. The company has raised over $150 million in funding from top investors. To learn more, visit glia.com.

**About Insight Partners**

Insight Partners is a global software investor partnering with high-growth technology, software, and Internet startup and ScaleUp companies that are driving transformative change in their industries. As of February 24, 2022, the closing of the firm's recent fundraise, Fund XII, brings Insight Partners regulatory assets under management to over $90B. Insight Partners has invested in more than 600 companies worldwide and has seen over 55 portfolio companies achieve an IPO. Headquartered in New York City, Insight has offices in London, Tel Aviv, and Palo Alto. Insight's mission is to find, fund, and work successfully with visionary executives, providing them with practical, hands-on software expertise to foster long-term success. Insight Partners meets great software leaders where they are in their growth journey, from their first investment to IPO. For more information on Insight and all its investments, visit insightpartners.com or follow us on Twitter @insightpartners.