

PRESS RELEASE

Diabolocom Recognized for International Growth and Innovation with Capital Export - *Challenges* Grand Prix Award

Selected from more than 200 companies, Diabolocom was honored for its international expansion and continued innovation in customer experience technology.

PARIS, France - June 11, 2026 - Diabolocom, a European leader in AI-powered contact center (CCaaS) and customer experience (CX) solutions, has been recognized with the International Grand Prix in the Services category by *Challenges* and Capital Export. The award honors French companies that have achieved exceptional success in international markets and highlights Diabolocom's continued growth as a global technology provider.

Launched in 2026 by *Challenges*, an independent business publication, and Capital Export, a leading international investment and business development firm, the International Grand Prix recognizes mid-sized companies that have successfully expanded beyond their home markets. Selected from more than 200 companies, Diabolocom was recognized for its sustained international growth, expanding global customer footprint, and continued investment in innovation.

Founded in Paris in 2005, Diabolocom is a European leader in AI-powered cloud contact center and customer experience solutions. The company helps organizations automate customer interactions, empower agents, and deliver seamless customer experiences across voice and digital channels.

Over the past decade, Diabolocom has expanded steadily across Europe and is now accelerating growth in North America, Latin America, and the Middle East, including recent investments in the United States, Canada, South America, the Kingdom of Saudi Arabia and the United Arab Emirates. Through its proprietary AI technologies and omnichannel customer engagement platform, the company now serves more than 400 organizations worldwide, including global brands such as Carrefour, Culligan, BPCE, and Nikon.

Today, international markets represent approximately 20% of company revenue, reflecting growing demand for Diabolocom's solutions outside of France. Supported by a team of 265 employees and a commitment to independent innovation, the company continues to invest in technology that enables organizations to deliver more intelligent, personalized, and efficient customer experiences.

"Congratulations to Diabolocom on winning this Grand Prix Services. Diabolocom quickly realized that to support large corporations, it needed a strong international presence. As a result, the company supports its clients' operations in 60 countries, with 8 offices around the world," said Jean-Mathieu Sahy, President of Capital Export.

The Grand Prix is judged by an independent panel comprising numerous prominent business leaders and experts in international growth: Sophie Sidos-Vicat (President of the CCEF and head of the family-owned Vicat Group), Elizabeth Ducottet (Thuasne), Frédéric Sanchez (President of Fives Group), Philippe Vari (President of the International Chamber of Commerce, former President of PSA, Orano, and Suez), and Alain Bentejac (President of La Fabrique de l'Exportation).

Frédéric Durand, Founder and President of Diabolocom, commented on the award:

“The Capital Export Grand Prix is a source of pride for Diabolocom and all of our teams. It recognizes our commitment to supporting international companies with a sovereign, innovative, and value-creating solution. We put technology - and artificial intelligence in particular - at the service of people: to enhance team performance, improve operational efficiency, and offer personalized customer interactions tailored to the needs of each market.”

About Diabolocom

Diabolocom is a European leader in cloud-based contact center (CCaaS) and customer experience (CX) solutions with natively integrated AI, enabling companies to deliver seamless, personalized customer experiences at scale. Its platform combines proprietary AI technologies, a native telecom infrastructure, and advanced CRM integrations to automate tasks, improve data quality, and support agents across all touchpoints.

With over twenty years of expertise and an international presence, the company helps strengthen customer loyalty and drive growth through intelligent, sovereign, and scalable communication technologies.

For more information: <https://fr.diabolocom.com/>

About Capital Export

Founded in 2010, Capital Export (Paris and Lyon) is an independent investment fund dedicated to growing export companies. Capital Export supports companies with distinctive expertise by providing capital to launch or accelerate their international expansion, as well as operational support for their export strategy (identifying and financing overseas acquisitions, finding business partners, local contacts, and experts worldwide, recruitment, securing international aid and grants, etc.). With €350 million under management, Capital Export has 15 companies in its portfolio.

For more information: www.capital-export.fr



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