

PRESS RELEASE

## Series-A financing round for Conntac: Bayern Kapital invests once more in self-service platform for technical customer support

**Landshut / Augsburg, Germany, November 23, 2021. Bayern Kapital, the venture and growth capital organization of the Free State of Bavaria, once more invests in Conntac as part of a Series-A financing round. The company, based in Augsburg, Germany, develops a self-service platform for telecommunications providers, which allows end users to independently manage setup and troubleshooting of their internet connection. In addition to Bayern Kapital, both Basinghall and H&S Investment as well as one more business angel from the existing investor base are also part of the financing round with a total volume in the seven-digit range, which was supported by the BayStartUP investor network and the Digitales Zentrum Schwaben (Digital Center Swabia).**

Conntac GmbH was founded in 2017 by Dr. Michael Faath, Benjamin Wöhr, Christoph Keller and Prof. Dr. Rolf Winter. With its specially developed self-service platform, Conntac aims to reduce the workload of telecommunications providers' service hotlines. Conntac's white-label solution is available via mobile app with the individual branding of the respective telecommunications provider. It analyzes and detects underlying internet connection issues through smart network reading. In the next step, end users are guided step-by-step through the problem-solving process via user-friendly, individual instructions and queries, enabling them to solve a range of connection and other issues by themselves. In this way, the workloads of service hotlines of Conntac clients are reduced by up to 25 percent and the handling of service enquiries is expedited by up to 70 percent. Conntac's high-profile client base includes Telefónica Germany, Vodafone and M-net.

### **Plans for further diversification and internationalization**

In addition to its offering for major players in the sector, Conntac will also offer a scalable solution for smaller internet service providers and municipal utility providers with less than 25,000 end customers soon. By using the Conntac platform as a complementary customer service measure, small- to medium-sized providers will be able to put additional focus on challenges such as expanding their product and service offering (e.g. fibre-optic expansion) and growing, without needing to neglect their strong focus on customer satisfaction.

The newly raised funds will enable Conntac to further develop and diversify in areas such as sales and products. At the same time, the company aims to further strengthen its market position in the DACH region, execute an expansion into the Scandinavian and UK markets and initiate the further technological development of its solution for other sectors. To achieve these goals, an expansion of the current team is also planned.

"We are experiencing an increasing demand of intuitive self-service solutions, not only for internet service providers. Our offering therefore fully meets current demands and thanks to the support of our investors, we have been able to achieve strong, positive development in recent years, winning additional high-profile clients. Now we aim to tackle the next growth steps, and

our successful Series-A round creates the ideal foundation for that”, says Benjamin Wöhrl, co-founder and one of the two Managing Directors at Conntac.

“Since our initial investment, Conntac has experienced strong growth. Its successes to date are already impressive and the possible applications of its technology and solution are very promising – including beyond the German market. Conntac is a Bavarian high-tech success story with even more great growth potential in the future. That is why we are happy to continue supporting it”, says Dr. Georg Ried, Managing Director at Bayern Kapital.

---

#### About Conntac:

Conntac revolutionizes support processes of major enterprises to small- and medium-sized businesses. Its self-service solution recognizes issues independently, conducts smart dialogue with the end customer in the event of a problem and provides help for self-help. This reduces call center costs by up to 25 percent. In 2017, the company was awarded the Gründerpreis – Digitale Innovationen award at CeBIT, a major computer technology fair in Germany. In 2018, Conntac released the o2 my Service app for Telefónica Germany and has since won a range of telecommunications providers such as M-net and Vodafone as partners. For more information, please visit [www.conntac.net](http://www.conntac.net).

#### About Bayern Kapital:

Bayern Kapital GmbH, based in Landshut, Germany, was founded as an initiative of the Bavarian government in 1995. It is a wholly-owned subsidiary of the Bavarian LfA Förderbank. As the venture and growth capital organisation of the Free State of Bavaria, Bayern Kapital provides equity capital financing for the founders of young innovative technology companies in Bavaria. Bayern Kapital manages specialized investment funds with a total volume of around EUR 700 million. So far, it has invested more than EUR 350 million in about 300 innovative technology companies in various sectors including life sciences, software & IT, medical technology, materials & new materials, nanotechnology and environmental technology. From an early stage during the realization of different projects and also during large-volume financing rounds, Bayern Kapital has supported companies such as EOS Electro Optical Systems, congatec, MorphoSys, voxeljet, parcellab, SimScale, some of which are listed on stock exchanges and are now market leaders in their respective sectors. In this way, more than 8,000 long-term jobs in sustainable companies have been created in Bavaria.

[www.bayernkapital.de/en](http://www.bayernkapital.de/en)

#### Press Contact Bayern Kapital:

IWK Communication Partner  
Dominik Neumüller  
Ohmstraße 1, D-80802 München  
+49. 89. 2000 30-30  
[bayernkapital@iwk-cp.com](mailto:bayernkapital@iwk-cp.com)  
[www.iwk-cp.com](http://www.iwk-cp.com)