Zendesk

Zendesk knows customer service. Cloudflare knows how to supercharge their website.

Zendesk operates with a simple idea in mind: better customer service comes from better relationship with your customers. Whether your customers reach out to you or want to find answers on their own, Zendesk makes communicating with customers easy and efficient. As a result, companies such as Gilt, Vodafone, the UK Government, and 48,000 more trust Zendesk with their most precious asset—their customers.

Because of the unique value proposition and the easy-to-implement software solution, Zendesk experienced an incredible growth over the last few years. "Managing the growth and scaling the company presented an array of unique challenges", says Amanda Kleha, GM, Zendesk Online Business Unit. "We were looking for a solution that would supercharge our website, load site content at lightning-fast speed no matter visitors' location, shield us from web threats, and help us optimize our front and back-end systems."

Managing growth with Cloudflare

Cloudflare helped Zendesk accomplish all this and more. Its network of 30 data centers (and growing) operates on every major continent and delivers content to Zendesk visitors at lightning-fast speed. Because Cloudflare's solution is infinitely scalable, it seamlessly supports Zendesk's explosive growth. "Cloudflare's solution just works. Their team was able to accomplish all our requirements and customizations propagated near instantly, " says Amanda. "As an added bonus, Cloudflare's pricing is predictable and flat, regardless of how much our bandwidth usage grows." With Cloudflare, Zendesk's web properties are in good hands and the team can focus on the next stage of the company's rapid growth.

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Amanda Kleha
GM, Zendesk

KEY RESULTS

- 10X improvement in global response time
- 6x improvement in targeted content delivery time
- Protection from web threats
- Front/back-end systems optimization