

Granicus, the Leading Provider of Government Experience Technologies and Services, Welcomes Gabriele “G” Masili as Chief Customer Officer

San Francisco, CA — June 3, 2022 Renovata & Company is pleased to announce the placement of Gabriele “G” Masili as chief customer officer for Granicus—the leading provider of government experience technologies and services.

Backed by Vista Equity Partners and Harvest Partners, Granicus connects governments with the people they serve by providing a unique civic engagement platform for the public sector. The platform includes cloud-based solutions for communications, government website design, meeting and agenda management software, records management and digital services.

With over 5,500 customers and more than 300M citizen subscribers, Granicus fosters the world’s largest community of digital government practitioners, strengthening their impact while helping them establish a culture of ongoing innovation.

Masili plays a crucial role as the company continues to expand globally and deepen engagements with its customers. He is charged with creating and leading a modern software as-a-service (SaaS) “customer-for-life” culture.

“G brings an extensive background in customer experience, success, services and support,” says Joanna Chang, Renovata & Company partner. “He will lead a 300+ global team that includes implementation, client success, customer support, retention and renewals—with the objective of delivering world-class customer care and success for Granicus.”

Masili has more than 25 years of executive leadership in customer experience, success and support in technology companies, with a track record of designing, building and delivering world-class experiences serving billions of customers globally. Most recently, he was Microsoft’s chief digital and technology officer for customer experience and success, responsible for digital-first customer experience, success and support, data and technology across all Microsoft products and customer segments from governments to consumers. Before that, Masili ran worldwide customer experience and support for Amazon’s Digital Services and Devices.

This appointment highlights Renovata & Company’s depth and expertise as a search firm and advisor to the leading private- and growth equity-backed digital, SaaS, IoT companies, their boards, and investors across North America and Europe.

About Renovata & Company

Renovata & Company is a global executive search and private equity advisory firm. We are trusted by financial sponsors, their portfolio companies, and public corporations to deliver transformational leaders and valuable investment insights. Renovata & Company’s executive search activities are focused on the most complex search assignments—board-level mandates which include board directors, CEOs, CFOs and other C-suite executives, as well as investment professionals and Operating Partners—and we provide strategic counsel to clients across the technology, digital, business services, industrial, consumer and retail sectors. Renovata & Company has relationships with over 50 of the top 100 private and growth equity firms globally. Our private equity advisory services include diligence support, backable executive introductions and deal sourcing. We also make equity co-investments alongside our private equity clients through our investment affiliate, L Capital. We are privately held and operate from five offices across two continents: Boston, Hamburg, London, New York and San Francisco. www.renovata.com

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