

MAY 2025

PARTNER MANAGER NEW BUSINESS NORTHERN EUROPE

CONFIDENTIAL



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About XCALLY

XCALLY is the omnichannel contact centre solution developed in Italy, by a passionate and innovative team, with specific experience and certifications on Asterisk™ and ITIL processes, designed for customer care management and customer experience improvement.

XCALLY IN NUMBERS

+60

COUNTRIES IN
WHICH WE
OPERATE

+35

PARTNERS
IN THE WORLD

20

CERTIFICATIONS OF
SAFETY AND
CONFORMITY

THE BIRTH OF XCALLY AND THE EVOLUTION OF ITS APPROACH TO CUSTOMER CARE

XCALLY comes to life from the long experience gained in the contact centre field by a team of professionals who, since 1996, had been experimenting with innovative solutions such as Voice over IP and Asterisk, analysing their potential and criticalities in order to develop products that are constantly being optimised.

Around 2010, the XCALLY team developed its first platform designed specifically for managing telephone call centres. In 2012, it began an internationalisation process in collaboration with the University of Turin and UCLA (University of California, Los Angeles).

XCALLY then begins to face foreign scenarios that are not without their complexities, but it reaps its first positive feedback in South-East Asia, Africa and Europe also thanks to commercial partnerships that validate its quality.

At the same time, it continues to develop increasingly advanced functionalities to respond to the evolution of customer care dynamics from an omnichannel perspective.

GROW AND IMPROVE, ALWAYS

XCALLY's success is based on the contribution and commitment of its people over the years.

Thanks to the work of teams linked by shared values, the company has been able to successfully pursue its mission of innovation in customer care. Driven by the desire to support customers and partners to the best of its ability, XCALLY has been able to evolve its model by challenging the industry status quo. The entrepreneurial spirit of its origins continues to drive the daily development of cutting-edge solutions.

Today, more than ever, XCALLY unites its generations in the will to grow and improve, promoting the prosperity of all stakeholders.

HUMAN SINGULARITY AI

The slogan 'Human Singularity AI' fully reflects the philosophy that drives XCALLY. Our vision is to develop solutions based on Artificial Intelligence, but always focused on human-driven innovation.

We are committed to promoting responsible, people-monitored and people-driven technological progress in full respect of ethical values. Through artificial intelligence we want to improve the user experience and support our partners better, but always with the perspective of enhancing human capabilities, not replacing them.

We invite partners who share our vision to grow with us, offering guidance, assistance and unwavering support. Through our work, we want to help build a future in which technology and natural intelligence can evolve hand in hand.



INCLUSION AND DIVERSITY

We believe that the added value of a company comes from the wealth of its people. We promote an inclusive working environment, free of discrimination, where everyone can realise their full potential regardless of gender, age, culture and background.



ENVIRONMENTAL SUSTAINABILITY

We are aware of the impact of our activities and are committed to reducing the company's ecological footprint on a daily basis. We opt for solutions that allow us to limit our use of resources, we favour local and sustainable suppliers, and we encourage environmentally friendly behaviour among our employees. Environmental protection is at the heart of our corporate strategies, in the constant pursuit of responsible progress.

“AT XCALLY, WE BELIEVE THAT PEOPLE ARE THE ESSENCE OF OUR SUCCESS. WE CULTIVATE AN INCLUSIVE AND SUSTAINABLE WORKING ENVIRONMENT, WHERE POSITIVITY AND RESPECT ARE AT THE HEART OF OUR ACTIONS.”

CORPORATE LIFE

XCALLY is a dynamic and stimulating reality to work in. We strongly believe in teamwork and the exchange of ideas and experiences.

Our Mission

Innovative solutions, shared values, extraordinary support in more than 60 countries around the world. At XCALLY, we are more than cutting-edge technology: we are human-based innovation.

Our Vision

We are committed to redefining the customer experience through innovative solutions developed together with our Partners.

With XCALLY, the future of customer experience is a journey towards global innovation and inclusive progress.



We are a company that cares about people's well-being. In addition to flexible working hours and smart working, we offer various welfare services and company health policies.

Our aim is to maintain a stimulating and rewarding working environment, in which you can express your full potential and contribute to the company's growth.

Who is Xcally?

These leaders collectively drive the strategic vision and operational excellence of their respective organizations, positioning them as prominent players in the customer experience solutions industry.

Technesy Holding S.p.A.

MARCO DURANTE (PRESIDENT)

Marco Durante leads Technesy Holding with a focus on innovation, collaboration, and the creation of sustainable value. Under his leadership, the company emphasizes ethics, social responsibility, and the well-being of its employees, aiming to set new standards of excellence in the customer experience industry. (technesy.it)

XCALLY S.r.l.

CHRISTIAN ORLANDI (CEO)

Christian Orlandi oversees XCALLY S.r.l., guiding the company's strategic direction and growth. He emphasizes innovation and the development of advanced technological solutions to enhance customer interactions. Orlandi has highlighted the company's commitment to exceeding partner expectations and building lasting customer relationships. (xcally.com)

GIUSEPPE CERERI (CTO)

With over 12 years of experience in technology planning, coding, and infrastructure development, Giuseppe Careri serves as the CTO of XCALLY. He has been instrumental in the company's technological advancements, leading digital innovation initiatives, and managing diverse development teams. Careri's expertise includes strategic project management and fostering a creative work environment. (gcareri.com)

Job Profile

ABOUT THE ROLE OF NEW BUSINESS PARTNER MANAGER – NORTHERN EUROPE

As the New Business Partner Manager for Northern Europe, you will play a pivotal role in executing XCALLY's GTM strategy. Your responsibilities will include:

- **Partner Network** Development: Identifying, recruiting, and onboarding new reseller and system integrator partners in target markets.
- **Market Penetration:** Crafting and implementing strategies to introduce XCALLY's solutions into competitive and mature markets, highlighting the unique value propositions and differentiators.
- **Collaboration with Italian Teams:** Working closely with XCALLY's technical and sales teams in Italy to ensure seamless support and knowledge transfer to partners.
- **Customer Needs Analysis:** Understanding the specific challenges and requirements of mid-sized businesses in Northern Europe to tailor solutions effectively.
- **Leveraging Emerging Trends:** Utilizing trends in AI automation and self-service to generate interest and deliver tangible business results with partners and end customers.
- **Strategic Vision:** Developing long-term plans for market expansion, including team building and resource allocation to strengthen XCALLY's position in the region.



WHAT YOU NEED TO SUCCEED IN THIS ROLE

To thrive and drive results in this role, you bring a strong mix of commercial, strategic, and hands-on experience. The following qualities and capabilities are essential for success:

Proven expertise in contact centers and AI solutions

You have a solid track record in the contact center space, particularly with omnichannel and AI-driven automation platforms. You understand the dynamics of the Northern European market and have overcome real-world implementation challenges.

Experience building partner networks from scratch

You've successfully built and scaled reseller or partner ecosystems in mature and competitive markets such as the UK, Benelux, Germany, or Denmark—demonstrating both persistence and strategic insight.

Ability to identify opportunities in saturated markets

You excel at spotting untapped business potential in mature environments. Your approach combines market awareness, creativity, and sharp commercial instincts to unlock growth.

Strong competitive positioning and influencing skills

You know how to differentiate a new solution in a crowded marketplace. You can clearly articulate value, anticipate objections, and convince partners to invest their time and resources in your proposition.

Self-driven and effective in remote collaboration

You're comfortable working independently while proactively engaging with remote technical and sales teams. You have experience managing cross-border collaboration with tangible outcomes.

Deep understanding of mid-market customer needs

You understand the unique challenges faced by mid-sized organizations in Northern Europe—particularly in optimizing customer experience and implementing omnichannel strategies supported by automation.

Fluency in emerging trends like AI and self-service

You stay ahead of industry trends and have applied AI and automation to deliver measurable impact—whether by empowering partners or delivering value to end customers.

Exceptional sales storytelling ability

You're able to clearly and concisely present complex solutions in a way that resonates with commercial decision-makers. You make the value of your product both tangible and memorable.

Confidence in overcoming objections and winning trust

You're skilled in navigating skepticism and competitive objections, turning them into opportunities to deepen trust and differentiate your offer.

Strategic vision for growth and scaling

You think beyond the immediate. You're capable of building a long-term roadmap, including identifying key hires and structuring a local team to scale success sustainably.

JOB OFFER COMPONENTS – PARTNER MANAGER NORTHERN EUROPE

- **Base Salary: Range:** depending on experience, region
- **Variable Compensation (Bonus/Commission):** Typically **70 base / 30 bonus**, tied to partner acquisition, sales revenue targets, and strategic KPIs. Often structured as **quarterly or annual targets** for over-performance.
- **Pension Plan / Retirement Contributions:** Varies by country but includes: employer pension contribution & Dutch pensioenregeling)
- **Remote Work / Home Office Budget:** Fully remote role with occasional travel, often includes: Home office setup allowance (€500–€1,500 one-time). Monthly internet/phone reimbursement
- **Travel Reimbursement:** Full coverage of business travel (flights, trains, hotels). Per diem or reimbursement model for meals and local transport
- **Holidays / Leave:** 25 vacation days per year (plus national holidays)
- Flexibility for remote/distributed work across multiple time zones
- **Training & Development:** Access to sales training, partner enablement materials
- **Tech & Tools:** Laptop, mobile phone , software licenses. CRM access, partner management portals

This role offers an exciting opportunity to be at the forefront of XCALLY's expansion in Northern Europe, driving growth through strategic partnerships and innovative solutions in the contact center industry.

About e-search & way of working

ABOUT

e-search is a boutique executive search firm specialized in finding top commercial, operational, and financial talent and C-level leaders for investment companies, family offices, family businesses, and owner-managed organizations.

MISSION

We connect leading companies with exceptional leadership talent, carefully selected to achieve growth, innovation, and sustainable value creation.

WAY OF WORKING

Our approach is carefully tailored to meet both the organization's needs and the candidate's expectations. From the initial conversation to the successful integration of the new leader, we guide the entire process to ensure a perfect match.

Profile Definition

The foundation for success

In collaboration with the client, we determine the desired profile. This can be both the company where the candidate will be placed, as well as the private equity partner. We create a profile document that clearly outlines expectations and ensure all stakeholders are aligned.

Search & Selection

Targeted talent search

Our team actively pursues suitable candidates. We conduct conversations with potential candidates, select the most appropriate profiles, and deliver a shortlist of top candidates. These candidates have been interviewed face-to-face and, when possible, references have been checked.

Interviews & Integration

Making the right match

The shortlist is reviewed together with the company and, if applicable, the private equity partner. Based on this, interviews follow at the company and, if relevant, the private equity firm. We ensure the candidate is optimally integrated within the organization.

Who is e-search?

Ernst and Gwen together lead our executive search firm. They work with various partners and a network of freelancers with expertise in marketing, legal, and other disciplines. These collaborations give us access to a broad professional network for the perfect match.

ERNST MONKHORST

Ernst Monkhorst is an experienced professional with more than 25 years of commercial experience in the software and ICT sector. He completed a law degree at the University of Groningen. He is co-founder and partner at e-search, a boutique executive search firm based in Amsterdam. The company focuses on recruiting top candidates for portfolio companies of private equity, venture capital, and growth funds, as well as medium to large family businesses. Additionally, Ernst advises investors on their informal investments in startups and scaleups.

GWEN DE VOS VAN STEENWIJK

Gwen de Vos van Steenwijk is an experienced professional in executive search and organizational development. She is active as a partner at e-search (boutique executive search firm) where she focuses on attracting leaders for private equity and venture capital funds and family businesses. She has an academic background from Erasmus University Rotterdam and has previously worked at organizations such as CVC, USG, More, the art of work, and GB2 recruitment. Her expertise lies in guiding people and organizations in finding the right leaders, combining strategic insight with a strong focus on human relationships.

Heb je vragen of wil je meer weten over deze functie? Neem gerust contact met ons op. We staan je graag te woord en kijken uit naar je reactie.



Contact us

Do you have questions or would you like to know more about this position? Feel free to contact us. We're happy to speak with you and look forward to your response.



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