

UNDER EMBARGO UNTIL 19 November 2025, 00.01hrs GMT

Synova partners with Klearcom

We are delighted to announce that [Synova](#) has completed its investment into [Klearcom](#) (the “Company”), a leading global Customer Experience (“CX”) assurance SaaS provider headquartered in Ireland, to support the next phase of its growth.

Founded in Waterford, Klearcom provides global blue-chip clients with market-leading software supported by a worldwide proprietary network that delivers automated testing and issue-resolution for international contact centres. Its platform allows enterprises to proactively test and monitor customer experience across different channels — including both voice and AI-enabled chat.

The Company has achieved exceptional organic growth since inception, driven by its differentiated technology, deep domain expertise, and commitment to customer success.

Synova is partnering with Klearcom’s founders, with a focus on further enhancing its AI-enabled platform, expanding and professionalising its go-to-market function, and further strengthening its international presence.

Liam Dunne, CEO of Klearcom, said: *“We are excited to partner with Synova to accelerate the growth of Klearcom. Their deep experience in scaling high-growth software businesses and the fact they understood our market from ‘day one’ makes them the ideal partner for Klearcom as we enter our next phase of expansion. Together, we will continue to innovate, grow our global presence, and deliver even greater value to our customers around the world.”*

Zac Tsai, Partner at Synova, commented: *“We are delighted to be in a position to support Liam, Mark and Satish on the next chapter of their growth story. The team has scaled the Company rapidly over recent years providing exceptional software solutions and a critical value proposition, and we share their ambition to become a category leader in AI-led CX assurance.”*

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NOTES:

1. **Synova** is recognised as one of Europe's most innovative growth investors, generating market-leading returns. Synova has total funds under management of over €2bn and invests in companies valued between €25m and €250m in the UK, Ireland, and continental Europe. Key areas of focus are Software and Data, Tech Enabled Services and Financial Services.
2. **Klearcom** represents Synova's fourth investment in Ireland continuing its strong commitment to the country following on the successful investment and subsequent sale of [Meritsoft](#) and more recent investments in [DM Financial](#) and [3173](#).
3. [Zac Tsai](#) and [Adam Page](#) led the transaction for Synova, supported by [Charlie Mundy](#). Zac and Adam will join the Board of Klearcom.
4. Synova was advised by Clearwater Ireland (Corporate Finance), 8Advisory (Financial DD and Tax DD) and Squire Patton Boggs (Legal).

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