



February 17, 2016

Five9 Completes SOC 2 Type 2 Audit - Reaffirms Commitment to Data Protection

Report Provides Independent Assurance of Security Controls

SAN RAMON, Calif.--(BUSINESS WIRE)-- [Five9, Inc.](#) (NASDAQ:FIVN), a leading provider of cloud software for the enterprise contact center market, today announced it has successfully completed a Service Organization Control 2 Type 2 (SOC 2 Type 2) audit. Completion of this audit indicates that policies, communications, procedures and monitoring of controls have been implemented by Five9 and tested for operating effectiveness by an independent PCAOB-registered certified public accounting firm. The report reaffirms the company's commitment to operational excellence and specifically covers controls relevant to security.

"Five9 is pleased to mark an important milestone by offering our customers a SOC 2 Type 2 report on an annual basis. The SOC 2 attestation provides independent assurance to our customers that Five9 has developed, implemented, operates and maintains security controls that our customers expect for data protection and regulatory compliance purposes," said Mike Burkland, President and CEO, Five9. "We deliver a trusted solution to some of the largest and most sophisticated enterprise companies and this report plays a key role in enabling us to deliver transparency to our customers and the industry."

"The focus that Five9 has on strong internal controls is evident in this report," said Jim Jimenez, Managing Partner at SSAE 16 Professionals, LLP, the independent accounting firm that performed the Five9 SOC 2 audit. "The successful completion of this audit is a testament to the company's integrity, accountability and commitment to its clients."

"The purpose of an attestation is to demonstrate trust and build confidence in third-party relationships. In particular, our SOC 2 Type 2 offers customers one of the highest forms of independent assurance available in the marketplace today. It provides an objective opinion on the design and operating effectiveness of Five9's controls relevant to data protection or regulatory compliance matters," said Scott Welch, Executive Vice President, Cloud Operations and Platform Engineering, Five9.

The Five9 SOC 2 Type 2 attestation was conducted in accordance with the American Institute of Certified Public Accountants (AICPA) standard AT 101 and AICPA Trust Services Principles and Criteria (TSP 100). The audit was performed by qualified practitioners from SSAE 16 Professionals, LLP, who have the required licensing, technical training and proficiency to perform the attestation engagement and provide an opinion.

The AICPA created SOC 2 and Trust Services Principles and Criteria to provide guidance when offering assurance for outsourced systems, including cloud-based software as a service (SaaS). The Trust Services Principles and Criteria cover five main areas: security, availability, processing integrity, privacy and confidentiality.

According to the AICPA, Trust Services help protect the public interest and build confidence that online businesses are addressing key concerns of their customers. Recent surveys show that independent attestation is one of the most important ways of instilling online trust in e-commerce and cloud-based SaaS.

For more information, please visit the Five9 TRUST Site located at <http://trust.five9.com>.

About Five9

Five9 is a leading provider of cloud software for the enterprise contact center market, bringing the power of the cloud to thousands of customers and facilitating approximately three billion customer interactions annually. Since 2001, Five9 has led the cloud revolution in contact centers, helping organizations transition from legacy premise-based solutions to the cloud. Five9 provides businesses reliable, secure, compliant and scalable cloud contact center software designed to create exceptional customer experiences, increase agent productivity and deliver tangible business results. For more information visit www.five9.com.

About SSAE 16 Professionals, LLP

SSAE 16 Professionals, LLP is one of the nation's leading firms specializing in SOC 1 and SOC 2 audits and readiness

assessments. Each of the professionals has over 10 years of relevant experience at "Big 4" and other large international or regional accounting firms. Each professional is certified as a CPA (Certified Public Accountant), CISA (Certified Information Systems Auditor), CIA (Certified Internal Auditor), CISSP (Certified Information Systems Security Professional), and/or MBA (Master of Business Administration). For more information, please visit www.SSAE16Professionals.com.



View source version on [businesswire.com](http://www.businesswire.com): <http://www.businesswire.com/news/home/20160217005518/en/>

Five9 Inc.
Katie Bromley, 925-364-9139
Katie.Bromley@five9.com
or
SHIFT Communications
Katie Halloran, 415-591-8459
Five9PR@shiftcomm.com

Source: Five9, Inc.

News Provided by Acquire Media