

For immediate release, SPLICE Software celebrates 20 years by deepening its commitment to customers.

Chicago, Illinois. As [SPLICE Software](#) celebrates its 20th anniversary, the company today announced the next chapter in its evolution; an expanded commitment to customers through dedicated organizations focused on retail and insurance. For 20 years, SPLICE has helped organizations create meaningful customer relationships through intelligent, data-driven engagement across voice, text, chat, email, and now with AI, and with this next evolution, SPLICE deepens that commitment with engagement technologies that take the industry focus to the next level.

Throughout their 20-year journey, one principle has remained constant: the best innovation comes from staying close to customers. Building on two decades of customer trust, SPLICE is creating dedicated organizations with specialized teams, product strategies, and innovation roadmaps tailored to the distinct needs of retail and insurance.

“Celebrating 20 years is really a celebration of our customers,” said Tara Kelly, President and CEO of SPLICE Software. “Every milestone we’ve achieved has been possible because customers trusted us to help solve meaningful challenges. Our commitment has never been stronger, and we’re excited about what we’ll build together in the next 20 years. Customers can expect continuity in relationships and service, alongside increased investment and accelerated innovation.”

Over the coming months, SPLICE will introduce new product innovations and customer collaboration opportunities to help shape the future of customer engagement.

About SPLICE Software. Founded in 2006, SPLICE Software is an award-winning provider of AI powered customer engagement and omnichannel communication solutions. Across voice, text, chat, email, and surveys, SPLICE helps organizations deliver personalized, compliant, measurable customer experiences. SPLICE combines industry insight with responsible AI innovation to help customers achieve better outcomes.

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