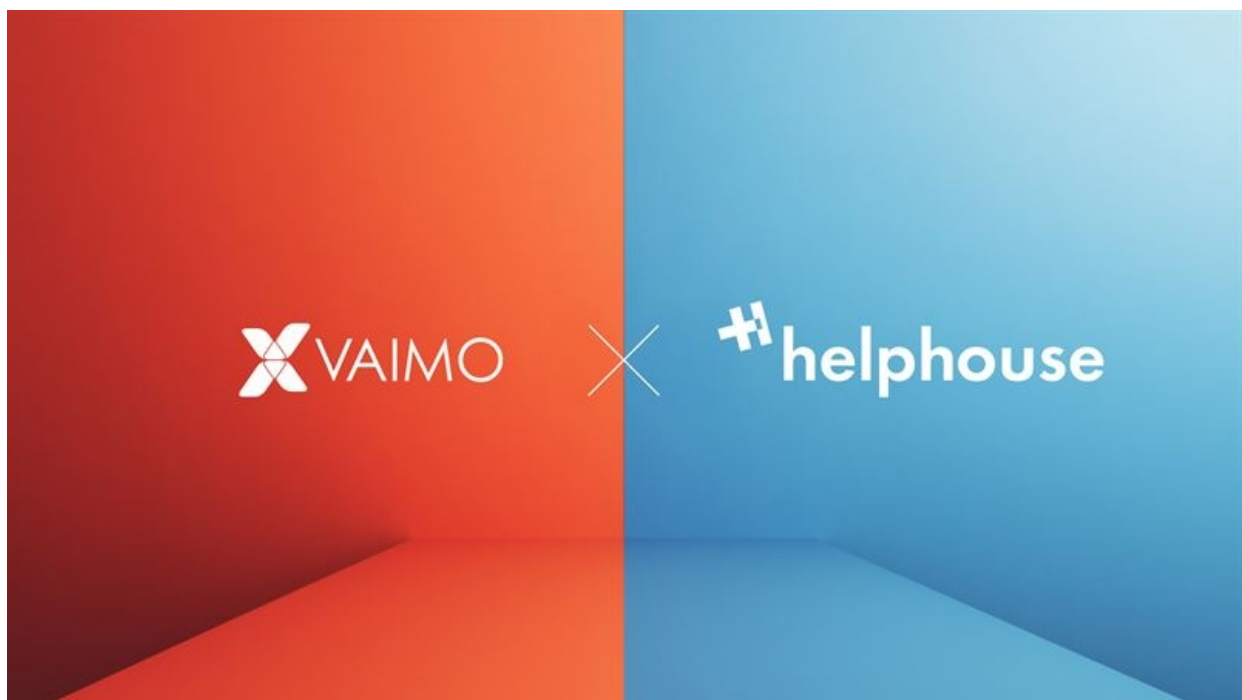




Vaimo acquires Zendesk agency, HelpHouse



Stockholm, Sweden, February 13, 2025—Vaimo, a full-service digital experience agency, announced the acquisition of HelpHouse, a company specializing in customer service solutions and Zendesk. This acquisition further strengthens Vaimo’s ability to deliver exceptional customer experiences for clients worldwide.

HelpHouse provides end-to-end services around Zendesk solutions, from consulting to customization, implementation, and optimization. With a focus on automation through AI, efficiency, and user experience, HelpHouse has assisted many companies in building better customer service operations.

Zendesk provides software-as-a-service products related to customer support which help businesses engage with their customers. Vaimo has worked with Zendesk for years, and many Vaimo clients enjoy better customer interactions as a result.

"Bringing HelpHouse into the Vaimo family is an exciting step that solidifies our position as a leader in digital customer experience," said Markus Åberg, Chief Commercial Officer at

Vaimo. *"Customer service plays an important role in the digital interactions, and with this acquisition, we can provide our clients with even better support solutions worldwide."*

"At HelpHouse, we've made it our mission to help businesses boost their customer support with innovative technology and industry best practices," said Hans Andersen, Chief Executive Officer at HelpHouse. *"Aligning our journey with Vaimo is a natural fit for us, and we're excited to bring our expertise to the table to help clients deliver outstanding customer service."*

With expanded customer service solutions, Vaimo is equipping brands with tailored support strategies that make a real impact—helping them build stronger connections with their customers and taking their service to new heights.

[About Vaimo – vaimo.com](https://vaimo.com)

Vaimo is one of the world's most respected experts in digital commerce and customer experiences. For us, experience is everything. It is at the heart of all we do, and we are leading the way in delivering on it in these fields: Digital Commerce, Content Management, Data Management, and Insights & Activation.

As a full-service digital experience agency, we deliver consulting, design, development, support, and analytics services within all four fields.

We are a global partner with a local presence, focused on cultivating close, long-term relationships with our clients. We work with brands, retailers, manufacturers, and organizations all over the world and have over 600 employees based in offices in more than 15 markets across EMEA, APAC, and North America.

[About HelpHouse - helphouse.io](https://helphouse.io)

helphouse.io is a full-service CX consulting firm with solid experience in optimizing digital customer service for some of the largest brands in Denmark. We offer holistic solutions that encompass all areas of a successful customer service department. Simply put, we are experts in optimizing digital customer service operations for ambitious brands.

Our house holds many skills. We have consultants, developers, analysts, and more. Whether you need analysis, a specific integration, or training for your team — we can help. Besides our in-house competencies, we also partner with some of the best solution providers in the world.

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