

## IK Partners to invest in Responda Group

**IK Partners (“IK”) is pleased to announce that the IK Small Cap III Fund has signed an agreement to invest in Responda Group (“the Group”), a leading provider of business process outsourcing (“BPO”) services to small and medium-sized enterprises (“SMEs”) in Sweden. IK is investing from its dedicated pool of Development Capital and is acquiring its stake from the founding management team who will be reinvesting alongside IK. Financial terms of the transaction are not disclosed.**

Headquartered in Stockholm, Sweden, Responda AB was founded in 2008 by Joakim Ögren and Magnus Johannessen and later became Responda Group as a result of the acquisition of Kalix Tele24 in 2021. Both companies have an established track record in the industry and its core offering is centred around managing organisations’ customer service through an omnichannel approach consisting of phone, email, online chat and social media.

The Group has 250 employees who are spread across four offices and serve a diversified customer base of approximately 2,500 companies within the private and public sectors. Under the existing management team, the Group has gone from strength to strength and with the support of IK, it hopes to: further broaden its offering for existing customers; continue gaining market share in the SME segment through an enhanced go-to-market strategy; and drive consolidation in the market via strategic add-ons.

**Joakim Ögren, Co-Founder and CEO of Responda Group, said:** “We strongly feel that a partnership between Responda Group and IK Partners will help us further develop and achieve growth through the pursuit of a successful M&A strategy. Since inception, we have made considerable progress in our field and are proud to have become an industry-leading service provider trusted by highly successful companies in Sweden. We look forward to working with the team at IK and are excited to see where this partnership will take us.”

**Carl Jakobsson, Director at IK Partners and Advisor to the IK Small Cap III Fund, said:** “Responda Group is Sweden’s market leader in the inbound contact centre services market for SMEs and has great potential for future growth. We are well-positioned to help Responda Group deliver a targeted buy-and-build strategy and to use our extensive network in the Nordic region to support any future geographic expansion. We have been impressed by the Group’s journey to date and look forward to working with the team at Responda Group to help them realise their ambitions.”

Completion of the transaction is subject to legal and regulatory approvals.

### About IK Partners

IK Partners (“IK”) is a European private equity firm focused on investments in the Benelux, DACH, France, Nordics and the UK. Since 1989, IK has raised more than €14 billion of capital and invested in over 170 European companies. IK supports companies with strong underlying potential, partnering with management teams and investors to create robust, well-positioned businesses with excellent long-term prospects. For more information, visit [www.ikpartners.com](http://www.ikpartners.com)

### About Responda Group

Founded in 2008 in Stockholm, Responda Group is a provider of customer service for Swedish companies. Its range of services includes everything from temporary telephone fitting to overall responsibility for switchboard and customer service. Its services are fully adapted to the customer’s needs and allows the customer to focus on their core business and be confident in the knowledge that the company is represented in an exemplary way. High quality and customer-friendly partnerships are central to the strategy of the business.

<https://respondagroup.se/>

For further questions, please contact:

### IK Partners

Vidya Verlkumar  
Phone: +44 (0) 7787 558 193  
[vidya.verlkumar@ikpartners.com](mailto:vidya.verlkumar@ikpartners.com)

