

COMPANY FACT SHEET

PFSweb, Inc., leads brands to commerce success. Across two key business units – LiveArea for professional services and PFS for order fulfillment services – we focus on smooth operations and intelligent technologies to drive conversions, empower brands, and deliver outstanding customer experiences. From creating unique, seamlessly designed flagship sites to picking, packing, and shipping orders, our teams are experts in all areas of digital commerce. Major brands and other companies turn to PFSweb to optimize customer experiences and enhance traditional and online business channels, creating **Commerce Without Compromise.**



P F S

PFS is the operations business unit of PFSweb, Inc. From eCommerce call center expertise to fulfillment and fraud protection, we work to keep our clients' operations running smoothly. For over two decades, we've developed our technology capabilities, creative personalization services, customer service solutions, fulfillment and omni-channel practices, and much more.

LiveArea

LiveArea is the professional services business unit of PFSweb, Inc. We approach digital retail with a boutique feel, employing world-class capabilities and practices to create refined, authentic shopping experiences. We use a unique blend of strategy, design, marketing, and technology to drive satisfied interactions and shape buyers into loyal brand ambassadors.

B2C & B2B INDUSTRIES

- Fashion & Apparel
- Health & Beauty
- Consumer Packaged Goods
- Technology
- Government

QUICK FACTS

- Employees: +2,600
- Total Revenue: \$334.6 million
- Adj. EBITDA: \$18.2 million

EXECUTIVE TEAM

Michael Willoughby
CEO

Thomas J. Madden
CFO & CAO

Travis Hess
Chief Revenue Officer &
LiveArea GM

Zach Thomann
SVP & PFS GM

Latrice Bryant-Robinson
VP of Human Resources

Stephanie Delacruz
VP Corporate Controller

Cheryl Downing
VP of Financial Planning

Joe Farrell
VP & MD of International
Operations

Mark Fuentes
SVP & CIO

Douglas Hollinger
SVP of Consulting

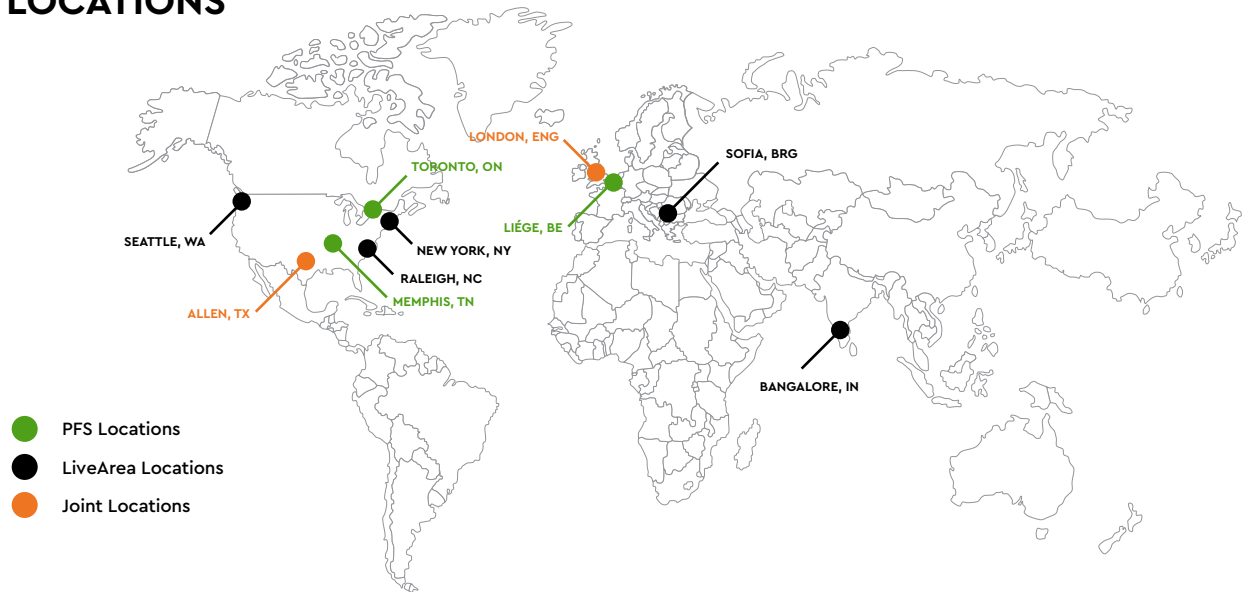
Christopher McComas
SVP of Operations

Stephen H. Smith
VP of Global Logistics

Karima Sundarji
VP of Resource Management

Michael Von Bodungen
VP of Commerce
Technologies

LOCATIONS



CLIENT SELECTION

