**Zendesk relocating to new address in Kraków**

**Kraków, 6 December 2021** – Zendesk, the champion of great service that powers the customer experience of companies such as Discord, Trustpilot and Conrad Electronics, is expanding its office presence in Poland. The company will relocate to the MK29 office building in Kraków, to occupy two floors with a total area of almost 3,400 sqm. A team of experts from consultancy firm JLL advised Zendesk on the contract negotiation process, while the building's owner, Caishen Capital Group, was represented by Knight Frank. The investment is being financed by Credit Agricole Bank.

Headquartered in San Francisco, Zendesk builds flexible support, sales, and customer engagement software that is quick to implement and scales to meet changing customer needs.

The company also develops tools for sales management and sales automation. Zendesk employs more than 5,000 people worldwide. In 2018, Zendesk acquired the Polish American start-up, Base, which is headquartered in Kraków, Poland. When - due to the expansion of its team - there was a demand for new space, Zendesk decided it needed a new, larger office.

“Zendesk works with customers in more than 160 countries, with offices around the globe. Our growing team of experts in Krakow gives us great opportunities to develop our products and services. To do this it is essential to create the best workplace standards that promotes a collaborative working environment for our employees as well as support our long-term sustainability goals. It’s why we chose MK29. We are pleased with the JLL experts' recommendation and the collaborative negotiation process in which they have supported us”, comments **Giselle Bonilla, the Director of Global Real Estate & Capital Projects at Zendesk**.

“Companies from the IT sector are keen to open their operational units in Małopolska's capital city. They are attracted to Kraków because of the availability of skilled employees, the well-developed office infrastructure and the business-friendly ecosystem of companies and institutions. The MK29 office’s location is close to the banks of the Vistula River as well as Wołyński Boulevard and offers its tenants a view of Wawel Castle”, explains **Maciej Fielek, Senior Consultant, Office Leasing and Tenant Representation, JLL**.

The modern MK29 office building, which is located at 29 Marii Konopnickiej St, is scheduled for completion in Q4 2021. The building will offer over 11 000 sqm on six floors above ground, a ground floor retail and service space as well as a two-level underground car park. The office building is well-served, with a number of tram and bus stops in the vicinity. It has been designed in accordance with the requirements for BREEAM Very Good certification.

“The unique location of the MK29 office building, with a view of the Vistula River and Wawel Castle, means that the tenants' interest in the building hasn’t flagged. Kraków remains on the radar of many companies seeking to attract qualified staff, so creating the best possible working conditions for them is very much a priority. The MK29 building, situated in the heart of the city, makes it possible to take full advantage of Krakow's retail, service, catering, cultural and hotel offer. It really does meet the requirements of the most demanding tenants by providing an excellent workplace”, says **Monika Sułdecka-Karaś, Partner, Director of Commercial Agency at Knight Frank.**

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