



Greg Gianforte



Chief Executive Officer And Founder

Raised on the east coast, Greg now calls Big Sky Country (Bozeman, Montana) home.

Experience

Founded RightNow in 1997 and took the company public in 2004 with one of the year's most successful initial public offerings; RightNow stock rose 130 percent that year. RightNow has enjoyed continuous growth since inception. Today, 1,900 consumer-focused companies around the world count on RightNow to deliver superior customer experiences while simultaneously reducing operating costs. Greg also published, *[Eight to Great: Eight Steps to Delivering an Exceptional Customer Experience](#)* in 2008.

Founded Brightwork, a pioneering developer of network management applications, in 1986. With 75 employees and software installed on more than 150,000 Novell systems worldwide, Greg sold the company to McAfee Associates in 1994. He was retained by McAfee to run its North American operation. Greg began his career at AT&T Bell Laboratories.

An industry leader and sought after speaker, Greg has been a guest lecturer at Harvard Business School, University of California, Berkeley, Stanford University, Cornell University, London School of Business, Manchester School of Business, and Warwick School of Business. He also delivered a commencement speech to the 2007 Montana State University graduating class.

A serial entrepreneur, Greg is the author of *Bootstrapping Your Business: Start and Grow a Successful Company with Almost No Money*. He founded Bootstrap Montana, a program to help entrepreneurs learn the principles of bootstrapping and provide micro-loans to rural Montana entrepreneurs (<http://www.bootstrapmontana.org/>).

Education

BE, Electrical Engineering

MS, Computer Science

Stevens Institute of Technology

Why Greg Is Proud Of RightNow

"Few things could be more important than how a company takes care of its customers. RightNow has improved the experience for over eight billion customer interactions between our clients and their customers. This is truly worthwhile work."

Outside The Office

On weekends, Greg can be found outdoors on his John Deere tractor, fly fishing, or riding his horse in the mountains.