

Transcom expands operations into Colombia

Press release

2013-09-04
For immediate release

Luxembourg, 4 September 2013 – Transcom announced today that it will open a contact center in Cali, Colombia, supporting the company's strategy to expand in fast-growing Latin American markets. The new site in Colombia will also strengthen Transcom's capability to offer near shore English and Spanish-language services to North American clients, as well as offshore Spanish-language services to clients in Spain.

Colombia continues to evolve quickly as an attractive location for the delivery of customer care outsourcing services, providing a competitive cost structure, a growing labor pool, government support and an expanding economy.

The investment for the new site amounts to €3.1 million. Transcom has signed a contract with a current client covering 95 percent of the new site's total capacity, amounting to 525 seats. The Cali site is expected to begin operations in November 2013, and the gradual ramp-up of contracted client volumes will continue until the third quarter of 2014.

"The establishment of operations in Colombia will strengthen our position in fast-growing local markets in Latin America, in addition to increasing our offshore and near shore delivery capacity for clients in Spain and North America. We believe that the demand for Spanish-language services in North American markets is set to increase further in the years ahead, and Colombia is in a good position to deliver high-quality services in a cost-effective way", commented Johan Eriksson, President and CEO of Transcom.

For further information, please contact:

Johan Eriksson, President and CEO
Telephone +46 70 776 80 22

Pär Christiansen, CFO
Telephone +46 70 776 80 16

Stefan Pettersson, Head of Group Communications
Telephone +46 70 776 80 88

About Transcom

Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 29,000 customer experience specialists at 62 contact centers across 26 countries, delivering services in 33 languages to over 400 international brands in various industry verticals. Transcom WorldWide S.A. Class A and Class B shares are listed on the NASDAQ OMX Stockholm Exchange under the symbols TWW SDB A and TWW SDB B.