

# Our people make the difference

## FOR IMMEDIATE RELEASE

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## TRANSCOM ANNOUNCES THE OPENING OF ITS FOURTH SITE IN GERMANY

Transcom WorldWide S.A. ("Transcom"), the European CRM and debt collections specialist, today announced the opening of a new centre in Dresden, Germany.

The new contact centre is Transcom's third organic development in Germany and will provide a full spectrum of CRM services to a wide range of clients. The site will initially open with approximately 50 agents and Transcom expects the facility to grow to over 400 agents by the end of the year.

The Dresden centre has been opened to absorb the demands of a number of External (non-Tele2) clients in the German market and also to support the continued growth of Tele2 in Germany. The city was selected from an extensive list of potential locations primarily due to the attractive skill base of the local labour pool, its proximity to the Dresden University of Technology, and the strong support of the Industrial Investment Council (IIC) of Germany, with whom Transcom collaborated closely on the project.

Keith Russell, CEO of Transcom, commented: "We are very pleased to announce the opening of our new site in Germany. The opening of the Dresden centre reflects the continued strong growth amongst our External clients for high value onshore services in this key European market. In addition to this development, Transcom continues to expand its nearshore solutions for the German language services in Eastern European countries such as Poland and Croatia."

#### **Note to editors:**

The IIC is an investment development agency supporting international firms in establishing and growing their business in eastern Germany. Further information can be found at <a href="http://www.iic.de">http://www.iic.de</a>.

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#### **About Transcom**

Transcom WorldWide S.A. is a rapidly expanding Customer Relationship Management (CRM) solution provider, with 54 service centres employing more than 13,100 people delivering services to 27 countries – Austria, Belgium, Chile, Croatia, Czech Republic, Denmark, Estonia, France, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Spain, Sweden, Switzerland, the Netherlands, Tunisia, the UK and the USA.

The company provides CRM solutions for companies in a wide range of industry sectors, including telecommunications and e-commerce, travel & tourism, retail, financial services and utilities. Transcom offers clients a broad array of relationship management services, including inbound communication; telemarketing and outbound; Administrative Tasks; Web servicing; CRM Consultancy Service; Contract Automation; Credit Management Service; Legal Services; and Interpretation Services. Client programs are tailor-made and range from single applications to complex programmes, which are offered on a country-specific or international basis in up to 33 languages.

Transcom WorldWide S.A. class A and B shares are listed on the Nordic Exchange Mid Cap list under the symbols 'TWW SDB A' and 'TWW SDB B'.