

Transcom receives Frost & Sullivan Philippines Contact Center Outsourcing Customer Value Enhancement Award

Press release

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For immediate release

As announced today by Frost & Sullivan, Transcom was presented with the 2013 Frost & Sullivan Philippines Contact Center Outsourcing Customer Value Enhancement Award at the 2013 Frost & Sullivan Philippines Excellence Awards, held on 4 June 2013 at the Sofitel Philippine Plaza, Manila.

The Frost & Sullivan Award for Customer Value Enhancement is presented each year to the company that has demonstrated excellence in implementing strategies that proactively create value for its customers with a focus on improving the return on the investment that customers make in its services or products.

This award recognizes Transcom's focus on enhancing the value that its clients' customers receive, beyond simply good customer service, leading to improved customer retention and ultimately customer base expansion. The Philippines Excellence awards are based on extensive market engineering tools evolved by Frost & Sullivan. Industry analysts compare market participants and measure performance through in-depth interviews, analysis, and extensive secondary research in order to identify best practices in the industry.

"Increasingly, Transcom is seen by its clients as a reliable partner whom they can rely on to drive sales and growth. The company's organic revenue growth is testimony enough of its client engagement and value it delivers for them," said Krishna Baidya, Research Manager for ICT, Frost & Sullivan Asia Pacific.

For more details on the 2013 Philippines Excellence Awards, go to <http://frost-apac.com/philippinesawards/>.

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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 30,000 customer experience specialists at 70 contact centers across 27 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.