

Transcom to close its Valdivia contact center in Chile. One-time cost in Q4 2013: EUR 0.7m

Press release

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For immediate release

Luxembourg, 29 November 2013 – Transcom announced today that it will close its contact center in Valdivia, Chile, effective immediately. Approximately 190 employees will be affected. The cost of closing the site amounts to €0.7 million, impacting Q4 2013 results.

The context of this decision is the rationalization and repositioning of Transcom's operations in Latin America due to client requirements. Following the closure of the Valdivia site, Transcom will have three contact centers in Latin America: Concepción (Chile), Lima (Peru), and a newly opened site in Cali (Colombia).

The recently established site in Cali, Colombia, will strengthen Transcom's position in Latin America. 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 potential to deliver services from Colombia to customers in several different time zones – in Spain, North America and Latin America – also makes the location advantageous from a capacity utilization perspective.

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.