

## Transcom announces organizational changes in its North America & Asia Pacific region

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Press release

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For immediate release

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**Luxembourg, 10 December 2013** – Transcom today announced a realignment of the management structure in its North America & Asia Pacific region. Effective January 1, 2014, Transcom's President & CEO, Johan Eriksson, will also assume responsibility for the North America & Asia Pacific region.

On January 1, 2014, Neil Rae, currently General Manager for North America & Asia Pacific, will take responsibility for our operations in North America. On the same date, Siva Subramaniam, currently Country Manager for the Philippines and Head of Sales for Asia Pacific, will take over responsibility for our activities in Asia Pacific. Neil and Siva will both report to Johan Eriksson in his capacity as General Manager for the North America & Asia Pacific region.

Siva Subramaniam has more than 26 years of contact center management experience. He has directed a wide variety of strategic contact center assignments for major companies. Prior to joining Transcom, Siva was the Vice President for Customer Experience at AIG Consumer Finance Group in Asia. He also held senior roles with Aspect Software as the Vice President for Business Development & Marketing (Asia Pacific & Middle-East), TeleTech International, Avaya Global Services Asia Pacific and Deloitte Consulting (Customer Relationship Management Practice).

Neil Rae joined Transcom in 2004 as a Key Account Manager and has since gone on to accumulate significant experience in Transcom's organization. Neil oversaw the expansion of the region's largest client partnership and has served in the roles of Director of Client Services, Director for Sales and Account Management, Country Manager in North America, and as General Manager for the North America & Asia Pacific region between January 2012 and December 2013.

There will be no change to our segmental reporting structure as a result of this decision.

"We are making this change in order to increase focus and accountability in strategic markets, driving profitable growth in North America and the Asia Pacific region. An important objective for Neil and his team is to develop new business to be delivered from onshore sites in North America, complementing our offshore business. There are, for example, opportunities to continue growing together with multinational clients in new geographies, also onshore in North America. In the Asia Pacific region, we have successfully more than doubled our business volumes since 2012. In addition to expanding our offshore business, primarily serving clients in North America and the UK, we have also won several new clients in the Asia Pacific region, e.g. in Australia and the Philippines. In the years ahead, we expect demand from companies in the Asia Pacific region to continue to grow at a rapid pace. Siva and his team will focus on positioning Transcom to make the most of these attractive market opportunities", commented Johan Eriksson, Transcom's President and CEO.

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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 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.*