

Transcom closes divestment of its Austrian Credit Management Services operations

Press release

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For immediate release

Luxembourg, 31 July 2014 – Transcom today announced the successful closing of the divestment of its Austrian Credit Management Services operations (CMS Austria) to the private equity investor HANNOVER Finanz Group, for €15.0 million on a cash and debt free basis. CMS Austria had a turnover of €16.3 million in 2013.

This transaction is in line with Transcom's strategy to focus on its core business – outsourced customer care solutions (CRM).

"I am pleased to announce that the divestment of CMS Austria completes the strategic review of Transcom's Credit Management Services (CMS) operations. A number of country units have been divested: CMS Germany, CMS Czech, CMS Poland, and now CMS Austria. Other units have been restructured in order to be integrated with Transcom's customer care operations: CMS UK, CMS Sweden, and CMS Norway. The parts that have been incorporated with our CRM operations are characterized by services that can be efficiently delivered within the context of our core CRM business model. Finally, we have decided that CMS Denmark will continue to be managed and further developed within Transcom," commented Johan Eriksson, Transcom's President and CEO.

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 57 contact centers across 24 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.