

Transcom strengthens management team to support growth, operational performance improvements and innovation

Press release

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Transcom today announced that it is strengthening its executive management team in order to increase focus and accountability in areas of vital importance to the company's continued success. The following changes will be implemented during the next few months.

- Transcom's executive management team will now include a Chief Operating Officer (COO), a Chief Commercial Officer (CCO) and an HR Director.
- Pär Christiansen has been appointed new COO, with overall responsibility for Transcom's Group-wide operational processes. As part of his new role, Pär will also assume overall responsibility for global IT operations. Pär Christiansen will remain in his current position as CFO until a new CFO has been appointed. The search for Transcom's new CFO is in progress.
- A Chief Commercial Officer (CCO) will be added to the executive team. The CCO will be responsible for further strengthening Transcom's position as a strategic partner for our clients. The search for Transcom's new CCO is underway. In the interim, Roberto Boggio is assuming the CCO role, in addition to his role as General Manager for the Central & South Europe region.
- The new Group HR Director will be responsible for implementing Transcom's human resources strategy across its global organization. The search for a new HR Director has started.

"Transcom's fundamental objective is to create shareholder value through profitable growth. During the past few years, we have focused on improving the company's financial and operational stability, creating a solid foundation for the future. I am happy with the results we have achieved so far, not least in terms of profitability, which is steadily improving. Our results for Q4 2014, which we released today, confirm the positive trend with a significant improvement in our operating margin.

"We are now exiting the turnaround phase, initiated at the end of 2011, with strong operational and financial momentum. Our objective is to increase revenue organically, while continuing to improve our operational efficiency in order to strengthen margins. The organizational changes we are announcing today will support the execution of our plans going forward.

"Our new COO will have overall responsibility for ensuring that Transcom's global business operations are efficient and effective and that the Group's resources are managed in the best possible way. One particular area of focus during 2015 is to drive margins through maximizing our process and technology scalability, not least by increasing the degree of process and system standardization across our global operations.

"Transcom's new CCO will be instrumental in meeting our future growth objectives by further strengthening Transcom's position as a strategic partner for our clients, while creating value in four key areas: building global accounts, creating expertise in selected verticals, driving growth of non-voice services, and securing commercial excellence. Our industry is changing fast. Customer needs are evolving and client requirements are shifting from a transactional focus

towards quality and value, e.g. empowered agents, high value-added services, analytics and vertical solutions. We also see rapid growth of non-voice multichannel and automated services, requiring more advanced technology platforms as well as process innovation. Our CCO will have a key role in ensuring that we have the right capabilities to keep up with the rapid pace of change in our industry, bringing new and innovative solutions to the market quickly.

“Every year, Transcom hires thousands of new people on whom our business results depend. It is not an exaggeration to say that people truly make all the difference in our business. An engaged, skilled and motivated workforce is key to meeting our ambitious goals. Transcom’s Group HR Director is responsible for implementing our human resources strategy and values by planning and managing human resources programs across our global organization”, 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 collections services through our extensive network of contact centers and work-at-home agents. We are 29,000 customer experience specialists at 54 contact centers across 23 countries, delivering services in 33 languages to over 400 international brands in various industry verticals. Transcom WorldWide AB's share is listed on the Nasdaq Stockholm Exchange under the ticker symbol TWW.