

Transcom selected by Lastminute.com to provide multilingual booking and customer care services across Europe and North Africa

Press release

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Transcom WorldWide AB (publ) today announced that the company has signed an agreement with Lastminute.com, one of the world's largest Travel & Leisure sector operators. Transcom will act as a strategic partner to Lastminute.com, providing efficient booking services and managing multichannel customer service activities in 16 languages, including Arabic.

Lastminute.com, which operates exclusively online, offers original leisure solutions and ideas to millions of users worldwide. A broad range of travel services is offered on Lastminute.com's website (hotels, flights, holidays, car hire, cruises), with an entire section devoted to the leisure offering, featuring special theme packages in the areas of sport and adventure, events, concerts, wellness packages, original gift ideas, tickets for football matches and much more. Lastminute.com currently has a significant presence in Europe and is also expanding in North Africa. The client assistance activities entrusted to the multilingual Transcom team cover the entire range of services and aim to ensure that users receive the best possible travel and leisure experience.

The most important requirement expressed by the client is the ability to combine high-quality multilingual services with a competitive commercial model. The solution proposed by Transcom fully satisfies this expectation and will provide quality at the highest level through a network of contact centers located in Hungary and Tunisia.

"I am very pleased to announce this partnership with Lastminute.com, which I believe demonstrates the strength of Transcom's customer experience platform. We have put in place an industry-leading multilingual delivery capability that can help our clients expand into new markets while also reducing cost", 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 30,000 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.