

Q1 2023

- **Revenue** increased to 192.8M€ (175.6)
- **EBITDA** excluding non-recurring items increased to 25.5M€ (20.5)
- **EBITDA margin** excluding non-recurring items amounted to 13.2% (11.7%)
- **Operating cash flow** amounted to 17.9M€ (15.2)
- **Net debt/EBITDA** amounted to 3.4 (4.1)

Strong start of the year

Transcom starts the year on a high note. Revenue for the first quarter increased to 192.8M€ representing 9.8% growth. The organic growth was 8.1% and primarily driven by the Service & Utilities sector in Europe.

Adjusted EBITDA excluding non-recurring items increased to €25.5 million (20.5) and the adjusted EBITDA margin increased to 13.2% (11.7%). The profitability improvements are driven by increased operational efficiency and continued mix-shift and is particularly strong in the Global English segment.

During the quarter, we won several important contracts, continuing our mix-shift towards profitable near/offshore locations and fast-growing client segments. Examples include a major offshore Trust & Safety program for a social media company and a major offshore customer service program for a fintech company.

Demand for near/offshore delivery and digital solutions is increasing. During the quarter, we launched T:Translate, our automated translation solution for voice and text-based channels, enabling our agents to serve customers in any language from low-cost locations.

In general, we experience a strong interest in our AI solutions such as chat-bots and agent assist solutions. As an industry leader in Digital Customer Experience and with a global delivery footprint, Transcom is well positioned to benefit from these market trends.

In line with our strategy to focus on fast growing clients in near/offshore locations, we exited a low margin contract in Spain in the beginning of Q2. This contract represents 25M€ annual revenue and essentially all staff and liabilities are subrogated to new operators, meaning that only limited restructuring costs will be recorded in the second quarter.

In the beginning of 2023 we scored new records on client satisfaction (NPS 74) and employee engagement (eNPS 43), boding for continued growth and increased profitability. We remain committed to our strategy of client focus and operational excellence, through strong culture and leadership. And we continue to shift our portfolio towards digital solutions, profitable near/offshore locations and fast growing client segments.

We are entering the second quarter with positive momentum, although growth is expected to slow down in the medium term. We are committed to double digit organic growth and to achieve 16% EBITDA margin by 2025.

Jonas Dahlberg, President & CEO

Group financial overview

(€m)	2023 Q1	2022 Q1	Change Y-o-Y	2023 Q1 LTM	2022 Q1 LTM	Change Y-o-Y
Revenue	192.8	175.6	9.8%	734.5	647.8	13.4%
EBITDA excl. non-recurring items	25.5	20.5	5.0	98.3	76.7	21.7
EBITDA margin excl. non-recurring items	13.2%	11.7%	1.6pp	13.4%	11.8%	1.6pp
EBITA excl. non-recurring items	17.0	12.3	4.7	64.7	44.3	20.3
EBITA margin excl. non-recurring items	8.8%	7.0%	1.8pp	8.8%	6.8%	2pp
Operating cash flow	17.9	15.2	2.7	55.0	25.6	29.4
Net debt	334.5	314.4	20.1	334.5	314.4	20.1
Net debt/EBITDA excl. non-recurring items	3.4	4.1	-0.7	3.4	4.1	-0.7

January-March 2023

Income and profit

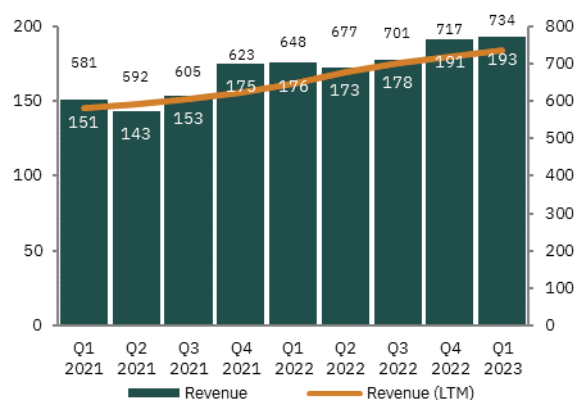
Revenue amounted to €192.8 million (175.6) with a growth of 9.8%. Organic growth was 8.1%. Acquired growth was 1.7% and contribution from currency effects was 0.0%.

EBITDA excluding non-recurring items amounted to €25.5 million (20.5) with a margin of 13.2% (11.7%). The higher EBITDA margin is related to an uplift of the margins in all three sectors following improved operational performance.

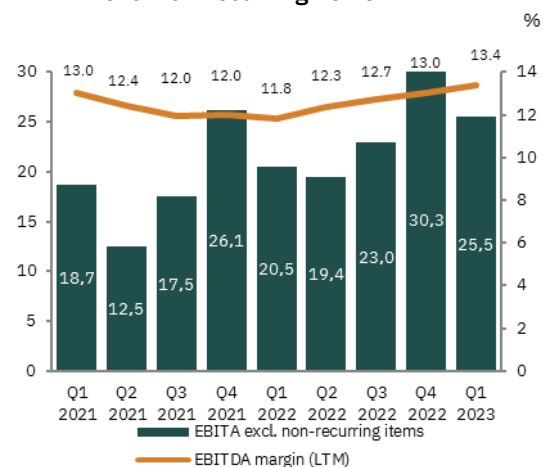
Non-recurring items totaled €-1.1 million (0.3), whereof €-1.0 million is related to operational non-recurring items; restructuring costs, mainly related to site reductions.

Net financial items amounted to €-8.7 million compared to €-5.3 million last year. Taxes amounted to €-1.8 million (-2.2).

Revenue



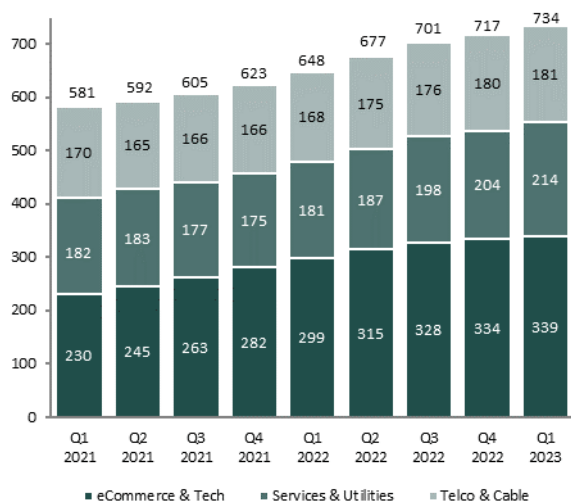
EBITDA excl non-recurring items



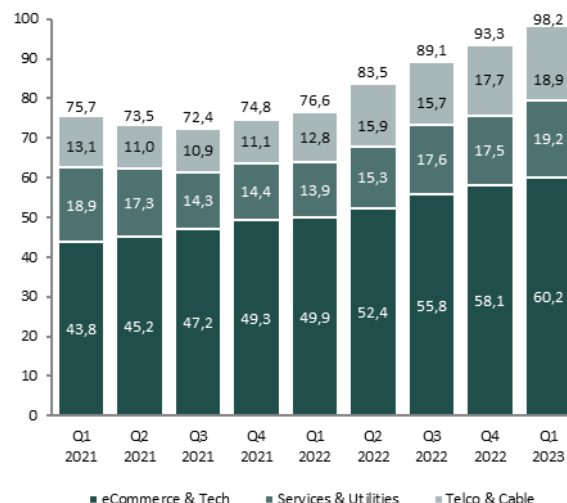
Sector development

We continue to grow in the eCommerce & Tech sector compared to the same period last year. ECommerce & Tech represents 45% (46%) of the total revenue in Q1 2023. LTM Q1 EBITDA margin is 13.4% (11.8%).

Revenue by sector (LTM)



EBITDA excl. non-recurring items by sector (LTM)



Development by geographical segment

European segment

Revenue amounted to €139.4 million (122.1) with a growth of 14.2% mainly related to the Service & Utilities and eCommerce & Tech sectors. The acquisition of Forcontact in late 2022 contributes positively to the growth as well.

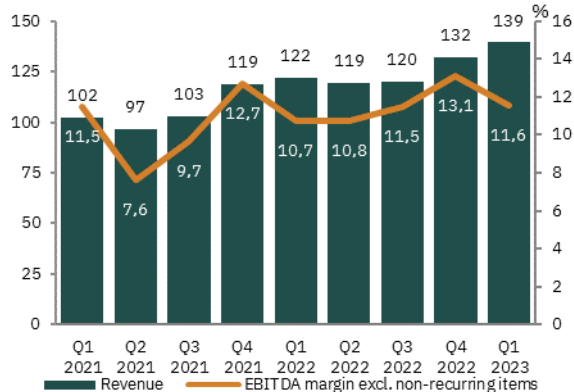
EBITDA excl. non-recurring items amounted to €16.1 million (13.1) with a margin of 11.6% (10.7%). The improved EBITDA margin is mainly related to eCommerce & Tech sector with improved margin of 3pp compared to the same period last year.

English-speaking segment

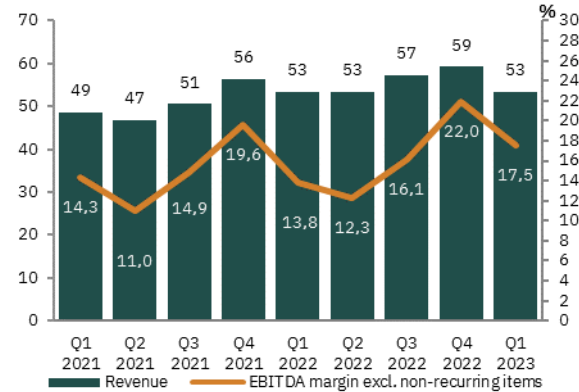
Revenue amounted to €53.4 million (53.4), following a decline in revenue in the eCommerce & Tech sector compensated by growth in the Telco & Cable sector.

EBITDA excl. non-recurring items amounted to 9.4 million (7.4) with a margin of 17.4% (13.8%). The higher EBITDA margin compared to the same period last year is mainly driven by improved operational performance in the offshore deliveries in both Telco & Cable and in the eCommerce & Tech sector.

European segment



English-speaking segment



Cash flow and financial position

Operating cash flow was €17.9 million (15.2). Higher cash flow from operations is primarily driven by improved working capital.

Cash flow from investing activities amounted to €-11.1 million (-10.5). Cash flow from financing activities amounted to €-2.0 million (-9.8). Cash flow totaled €4.8 million (-5.0).

Net debt amounted to €334.5 million (314.4) including IFRS16 liabilities.

Net debt/EBITDA amounted to 3.4 (4.1). Financing in the Group includes €315 million Senior Secured Floating Rate Notes due in December 2026 and a Super Senior Revolving Credit Facility Agreement (New SSRCF) of €45 million with termination date in June 2026. As per Q1 2023, €23.0 million of the SSRCF was utilized in loans, excluding guarantees and overdraft facility usage. Unused credit facilities totaled €17.2 million.

Events after the end of the period

On April 16, Transcom exited a legacy and low margin contract in Spain, representing about 25M€ annual revenue. All staff and liabilities are subrogated to new operators, and only a limited restructuring will be executed in the second quarter with minimal expected NRI.

On May 5, the Super Senior Revolving Credit Facility limit was increased from €45 million to €75 million through an Additional Facility Notice.

Other information

Earnings call

Transcom will host a webcast at 9:00 CET on May 11, 2023. The webcast will be held in English. The presentation will be available on <https://www.transcom.com/global/about-us/investor-relations>.

Important note: Please register via the link above at least 5-10 minutes prior the webcast in order to obtain the webcast link. If you register in advance, you will be sent an email reminder an hour prior to the webcast.

Online registration link: <https://app.livestorm.co/transcom-holding/transcom-holding-ab-q1-2023-results-presentation>

Financial calendar

Transcom's Q2 2023 report will be published on Aug 24, 2023

Transcom's Q3 2023 report will be published on Nov 16, 2023

Other information

The interim report has not been reviewed by the company's auditor.

Transcom Holding AB

P.O. Box 45033, 104 30 Stockholm

Visiting address: Hälsingegatan 40, 15th floor

SE-113 43 Stockholm

Sweden

www.transcom.com

Company registration number: 556962-4108

For further information please contact:

Jonas Dahlberg, President and CEO

+46 70 347 23 83

Snejana Koleva, CFO

+46 70 508 38 30

Helene Ruda, Head of Group Communications

+46 70 311 75 60

Transcom Group - Condensed consolidated income statement

(€ '000)	Notes	2023 Q1	2022 Q1	2023 LTM	2022 Jan-Dec
Revenue	4	192,800	175,582	734,487	717,269
Cost of sales	5	-146,182	-137,193	-556,475	-547,486
Gross profit		46,618	38,390	178,011	169,783
Sales and marketing expenses		-2,306	-2,534	-9,554	-9,782
Administrative expenses	5	-32,550	-26,904	-133,142	-127,496
Other operating income/expenses	5	428	207	3,125	2,903
Operating profit/loss	4,5	12,190	9,158	38,440	35,408
Net financial items		-8,684	-5,299	-28,150	-24,765
Profit/loss before tax		3,506	3,859	10,290	10,642
Income tax expense/income		-1,783	-2,192	-10,726	-11,135
Profit/loss for the period attributable to equity holders of the parent		1,724	1,667	-436	-492

Transcom Group - Condensed consolidated statement of comprehensive income

(€ '000)	2023 Q1	2022 Q1	2023 LTM	2022 Jan-Dec
Profit/loss for the period attributable to equity holders of the parent	1,724	1,667	-436	-492
Other comprehensive income:				
Exchange differences on translation of foreign operations	-3,287	575	-2,078	1,784
Net gain/loss on cash flow hedges	1,363	-607	2,925	955
Other comprehensive income to be reclassified to profit or loss in subsequent periods	-1,924	-32	847	2,739
Actuarial profit/loss on post-employment benefit obligations	-	-	1,129	1,129
Other comprehensive income not to be reclassified to profit or loss in subsequent periods	-	-	1,129	1,129
Other comprehensive income for the period, net of tax	-1,924	-32	1,976	3,868
Total comprehensive income for the period, net of tax, attributable to equity holders of the parent	-200	1,635	1,540	3,374

Transcom Group - Condensed consolidated statement of financial position

(€ '000)	Notes	2023 Mar 31	2022 Mar 31	2022 Dec 31
ASSETS				
Non-current assets				
Goodwill	6	232,047	225,360	236,335
Other intangible assets		90,627	104,684	94,605
Tangible assets		37,132	33,144	36,975
Right of use assets	10	32,197	31,026	30,152
Deferred tax assets		4,189	7,512	1,565
Other receivables		6,351	6,039	6,539
Total non-current assets		402,542	407,763	406,171
Current assets				
Trade receivables		90,393	78,647	92,009
Income tax receivables		3,709	2,720	3,387
Other receivables		22,715	18,795	22,771
Prepaid expenses and accrued income		56,892	58,093	54,503
Cash and cash equivalents		34,975	34,329	31,404
Total current assets		208,684	192,584	204,073
TOTAL ASSETS		611,226	600,348	610,244
EQUITY AND LIABILITIES				
Equity attributable to equity holders of the parent				
		95,262	93,720	95,462
Non-current liabilities				
Interest-bearing liabilities	7	332,073	308,414	322,250
Employee benefit obligations		1,950	5,615	2,356
Lease liabilities	10	19,169	16,531	18,265
Provisions	6	6,571	10,272	7,254
Deferred tax liabilities		15,653	17,890	14,117
Other liabilities	12	6,144	-	4,900
Total non-current liabilities		381,561	358,722	369,143
Current liabilities				
Interest-bearing liabilities	7	1,876	2,163	2,623
Leasing liabilities	10	14,356	16,044	12,696
Provisions	6,8	8,400	14,529	22,985
Trade payables		16,152	14,157	20,284
Income tax payables	11	8,961	4,915	6,641
Other liabilities	12	34,361	38,937	36,266
Accrued expenses and prepaid income		50,297	57,159	44,144
Total current liabilities		134,404	147,906	145,639
Total liabilities		515,964	506,628	514,782
TOTAL EQUITY AND LIABILITIES		611,226	600,348	610,244

Transcom Group - Condensed consolidated statement of changes in equity

(€ '000)	Equity attributable to equity holders of the parent				
	Total number of shares ('000)	Share capital	Other contributed capital	Other reserves and Retained earnings	Total equity
Balance, Jan 1, 2022	11,938	55	23,501	68,530	92,085
Profit/loss for the period	-	-	-	1,666	1,666
Other comprehensive income, net of tax	-	-	-	-32	-32
Balance, Mar 31, 2022	11,938	55	23,501	70,164	93,719
Profit/loss for the period	-	-	-	-2,158	-2,158
Other comprehensive income, net of tax	-	-	-	3,900	3,900
Balance, Dec 31, 2022	11,938	55	23,501	71,906	95,462
Profit/loss for the period	-	-	-	1,724	1,724
Other comprehensive income, net of tax	-	-	-	-1,924	-1,924
Balance, Mar 31, 2023	11,938	55	23,501	71,706	95,262

Transcom Group - Condensed consolidated statement of cash flows

(€ '000)	Notes	2023 Q1	2022 Q1	2022 Jan-Dec
Cash flows from operating activities				
Profit/loss before tax		3,506	3,859	10,643
Adjustments to reconcile profit before tax to net cash:				
Other non-cash adjustments		4,864	10,577	42,469
Net financial items		8,684	5,299	24,765
Income taxes paid		-869	-2,835	-8,165
Cash flows from operating activities before changes in working capital		16,185	16,900	69,712
Changes in working capital		1,707	-1,656	-17,324
Cash flow from operating activities		17,892	15,244	52,388
Investments and disposals of tangible assets		-4,641	-4,613	-20,185
Investments and disposals of intangible assets		-1,682	-756	-4,020
Acquisition of subsidiaries, net of cash	6	-4,949	-5,000	-9,788
Changes in other non-current assets		78	-93	138
Interest received		69	-	245
Cash flow from investing activities		-11,125	-10,462	-33,611
Proceeds from borrowings	7	9,649	-	14,450
Repayment of borrowings	7	-1,002	-375	-1,770
Payment of lease liabilities	10	-3,738	-4,018	-16,332
Interest and other financial costs paid		-6,891	-5,364	-22,198
Cash flow from financing activities		-1,981	-9,757	-25,849
Cash flow for the period		4,786	-4,975	-7,071
Cash and cash equivalents at beginning of the period		31,404	39,236	39,236
Cash flow for the period		4,786	-4,975	-7,071
Exchange rate differences in cash and cash equivalents		-1,214	67	-760
Cash and cash equivalents at end of the period		34,975	34,329	31,404

Transcom Holding AB (publ) - Condensed income statement

(€ '000)	2023 Q1	2022 Q1	2022 Jan-Dec
Revenue	426	974	5,171
Cost of sales	-	-	-
Gross profit	426	974	5,171
Administrative expenses	-434	-1,001	-5,136
Other operating income/expenses	85	-3	-
Operating profit/loss	77	-31	35
Net financial items	-3,248	-2,089	-7,251
Profit/loss before tax	-3,170	-2,120	-7,216
Income tax expense/income	-	-	-
Profit/loss for the period*	-3,170	-2,120	-7,216

*Profit/loss for the period corresponds with total comprehensive income.

Transcom Holding AB (publ) - Condensed balance sheet

(€ '000)	Notes	2023 Mar 31	2022 Mar 31	2022 Dec 31
ASSETS				
Non-current assets				
Investments in Group companies		281,919	281,919	281,919
Receivables from Group companies		160,340	169,745	165,309
Total non-current assets		442,259	451,664	447,228
Current assets				
Receivables from Group companies		5,605	3,202	3,344
Other receivables		174	29	74
Cash and cash equivalents		323	278	548
Total current assets		6,101	3,510	3,966
TOTAL ASSETS		448,360	455,174	451,193
EQUITY AND LIABILITIES				
Equity				
Restricted equity		55	55	55
Unrestricted equity		137,782	146,050	140,953
Total equity		137,837	146,105	141,008
Non-current liabilities				
Interest-bearing liabilities	7	308,648	306,902	309,289
Other liabilities		197	-	-
Total non-current liabilities		308,846	306,902	309,289
Current liabilities				
Interest-bearing liabilities	7	1,225	780	-
Liabilities to Group companies		-	42	-11
Other liabilities		451	1,345	908
Total current liabilities		1,677	2,168	896
Total liabilities		310,522	309,070	310,185
TOTAL EQUITY AND LIABILITIES		448,360	455,174	451,193

Notes to the condensed financial statements

The accompanying notes are an integrated part of the interim condensed consolidated financial statements. Amounts are in thousands of Euro, unless otherwise stated.

1. General

The Group's parent company, Transcom Holding AB (publ), is a registered company domiciled in Stockholm, Sweden. The address of the Company's headquarter is Hälsingegatan 40, 15th floor, SE-113 43 Stockholm. The parent company is responsible for corporate management and administration and holding functions.

2. Accounting principles

The interim report for the Group has been prepared in accordance with IAS 34 Interim Financial Reporting and the Swedish Annual Accounts Act. Application of IFRS complies with the accounting principles set out in the Group's annual financial statements as at December 31, 2022.

3. Risk management

The Group's activities expose it to a variety of business and financial risks, market risk (including currency risk and interest rate risk), credit risk and liquidity risk. The Group's risk management and control framework is designed to support the identification, assessment, monitoring, management and control of risks that are significant to the achievement of the Group's business objectives. The condensed consolidated financial statements do not include all risk management information and should be read in conjunction with the Group's annual financial statements as of December 31, 2022. The Russian invasion of Ukraine and the uncertainty in the macro-economic development has not directly impacted Transcom. There have been no material changes in risks, the risk management policy and procedures during the period compared to what was presented in the annual financial statements as of December 31, 2022.

4. Segment information

	2023			2022		
	English speaking	Europe	Group	English speaking	Europe	Group
(€ '000) Q1						
Revenue from external customers	53 366	139 433	192 800	53 425	122 135	175 560
EBITDA excl. non-recurring items	9 353	16 130	25 483	7 373	13 083	20 456
Depreciation and amortization			-12 201			-12 596
Non-recurring items			-1 091			1 297
Operating profit/loss			12 190			9 158
Net financial items			-8 684			-5 299
Profit/loss before tax			3 506			3 859

5. Items affecting comparability

Items affecting comparability are reported as Non-recurring items for the purposes of calculated EBITDA, excl. Non-recurring items.

(€ '000)	2023 Q1	2022 Q1	2022 Jan-Dec
Operational non-recurring items	-961	860	-5 346
Transaction-related non-recurring items	-130	-551	-5 004
Total	-1 091	309	-10 350
whereof depreciation and amortization	-	-988	-1 457
Total excl. depreciation and amortization	-1 091	1 297	-8 893

Total non-recurring items (NRI) amounted to €-1.1 million (0.3) for Q1 2023. Operational non-recurring items are restructuring, mainly related to site reductions.

The table below shows where the items affecting comparability is presented in the Group's income statement.

(€ '000)	2023 Q1	2022 Q1	2022 Jan-Dec
Cost of sales	-	-713	-3 423
Administrative expenses	-603	1 142	-6 927
Other operating income/expenses	-488	-	-
Total	-1 091	309	-10 350

(€ '000) Q1	2023			2022		
	Reported	Non-recurring items	Excl. Non-recurring items	Reported	Non-recurring items	Excl. Non-recurring items
Operating profit/loss	12,190	-1,091	13,281	9,158	309	8,849
Transaction-related amortization	-3,746	-	-3,746	-3,453	-	-3,453
EBITA	15,936	-1,091	17,027	12,611	309	12,302
Operative depreciation and amortization	-8,455	-	-8,455	-9,143	-988	-8,155
EBITDA	24,392	-1,091	25,483	21,754	1,297	20,457

6. Acquisitions

During Q1 2023, Transcom paid the second and last installment for earn out related to the acquisition of City Connect closed in 2021.

7. Interest-bearing liabilities

Financing in the Group includes €315 million Senior Secured Floating Rate Notes due in December 2026 and a Super Senior Revolving Credit Facility Agreement of €45 million with termination date in June 2026. The Notes are listed on The International Stock Exchange. The Notes and the New SSRCF shares security and guarantees in accordance with the provisions of an intercreditor agreement.

As per Q1 2023, €23.0 million of the SSRCF was utilized in loans, excluding guarantees and overdraft facility usage. Unused credit facilities totaled €17.2 million. After the end of the reporting period, on May 5, the SSRCF limit was increased from €45 million to €75 million through an Additional Facility Notice.

There are share pledges in material companies to a value of €239.3 million (229.6) used as security for the financing. Part of the SSRCF is used to cover bank guarantees and cash pool limits.

8. Contingent liabilities and provisions

The Group has no material contingent liabilities as per March 31, 2023.

In 2018, a provision was recorded relating to that the Group had an dispute in Spain with legal professionals hired as consultants where the social security inspection claims that they should be considered as employees. During Q1 2023, first payment of €6.6 million was made. Second and final payment is expected during Q2 2023. As per March 31, 2023, the total provision amounted to €3.9 million.

9. Financial instruments

Classification of the Group's financial assets and liabilities:

	Financial instruments at amortized cost	Financial instruments at fair value to the P&L	Derivatives for cashflow hedges	Carrying amount	Fair value
(€ '000) Mar 31, 2023					
Total non-current assets	6,039	-	-	6,039	6,039
Total current assets	197,678	-	6	197,684	197,684
Total financial assets	203,717	-	6	203,723	203,723
Total non-current liabilities	330,690	4,448	-	335,138	413,198
Total current liabilities	110,600	1,988	-	112,588	137,094
Total financial liabilities	441,290	6,436	-	447,726	550,292
(€ '000) Dec 31, 2022					
Total non-current assets	6,539	-	-	6,539	6,539
Total current assets	192,016	-	264	192,280	192,280
Total financial assets	198,555	-	264	198,818	198,819
Total non-current liabilities	344,162	3,607	-	347,770	416,966
Total current liabilities	103,564	9,485	-	113,049	134,945
Total financial liabilities	447,727	13,092	-	460,819	551,912

10. Leasing

The following table shows the effect of IFRS 16 on Transcom's income statement and balance sheet:

	2023 Q1	2022 Q1	2022 Jan-Dec
(€ '000)			
Reversed cost (EBITDA effect)	4 251	4 502	18 462
Depreciations	-3 905	-4 007	-16 710
Operating profit/loss	346	495	1 752
EBITDA effect	4 251	4 502	18 462
Net financial items	-523	-423	-1 370
Income tax expense	22	11	-30
Profit/loss for the period	-155	83	352
Right of use assets	32 197	31 026	30 152
Lease liabilities, non-current	19 169	16 531	18 265
Lease liabilities, current	14 356	16 044	12 696

11. Income tax payables

As per March 31, 2023, seven Group entities were subject to tax audits, two of them were initiated in Q1 2023. As per March 31, 2023, the tax liability related to uncertain tax positions amounted to €1,961 thousand (1,632), out of that €394 thousand was provided for the potential tax audit result for Transcom WorldWide (Philippines) Inc.

In addition to the above tax risks, the Group may be subject to other tax claims for which the risk of future economic outflows is currently evaluated to be remote.

12. Other liabilities

Transcom has deferred some tax payments (VAT and social contribution), mainly in Sweden, enabled by government programs instated during the COVID-19 pandemic. These deferrals amount to €9,293 thousand (9,830), whereof €5,979 thousand (4,900) are classified as Other liabilities, non-current.

Alternative performance measures

The purpose of Transcom's alternative performance measurements is to disclose additional information to support a more comprehensive year-on-year comparison and provide an indication of the Group's performance and financial position. These alternative performance measurements defined below are considered to be widely accepted.

EBIT: corresponds to the Operating profit/loss presented in the Condensed Consolidated Income Statement.

EBITA: is defined as Operating profit/loss, adding back the recorded transaction-related amortization.

Non-recurring items: are defined as rare events or activities that are not part of normal business operations, mainly restructuring activities and acquisition related costs.

EBITA excluding non-recurring items: is calculated by excluding the non-recurring items and the recorded transaction-related amortization from Transcom's Operating profit/loss. The purpose of disclosing Transcom's EBITA excluding non-recurring items is to provide more transparent year-on-year comparison excluding events that are not considered part of Transcom's normal business, such as restructuring cost and net gain or loss from disposed business.

EBITDA: is defined as Operating profit/loss, adding back the recorded depreciation on fixed assets and depreciation on leases according to IFRS 16 and amortization.

EBITDA excluding non-recurring items: is defined as EBITDA excluding the non-recurring items as defined above. The purpose of disclosing Transcom's EBITDA excluding non-recurring items is to provide more transparent year-on-year comparison excluding events that are not considered part of Transcom's normal business, such as restructuring cost and net gain or loss from disposed business.

Net debt: is defined as interest-bearing liabilities, lease liabilities and employee benefit obligations less cash and cash equivalents per balance sheet day.

Net debt/EBITDA excl non-recurring items: is defined as Net debt, as defined above, divided by EBITDA excl non-recurring items (LTM).

LTM: refers to the timeframe of the immediately preceding last twelve months.

Organic growth: Is defined as growth, excluding impact from currency changes versus the previous period and acquired or discontinued operations.

Other definitions

English speaking segment: services delivered to multinational clients predominantly domiciled in US and UK.

European segment: services delivered to clients based in Europe.

ABOUT TRANSCOM

Transcom provides digitally enhanced customer experience (CX) services to some of the world's most ambitious brands. More than 300 clients globally, including disruptive e-commerce players, category redefining fintechs, and technology legends rely on us for on-, off-, and nearshoring services. Transcom's over 30,000 employees work in 85 contact centers and work-at-home networks across 27 countries, creating brilliant experiences in customer care, sales, content moderation and backoffice services. We help our clients drive their brands forward, customer satisfaction up and operating costs down. For more information, visit www.transcom.com.