Transcom

Transcom announces partnership with Thorn Group Ltd. in Australia

Transcom today announced that it has completed its 60-day Proof of Concept, formally continuing to a two-year contract with Thorn Group Ltd., further expanding the company's growing Australian portfolio.

The deal represents a strategic addition to Transcom's client base in the Asia-Pacific market, while also improving daytime seat utilization in the Philippines. Transcom agents in Manila will be providing outbound voice support for early collections.

"We manage early collections work within our core customer management competency, and this is something that the Transcom team has been developing in the Philippines for a number of years," says Mark Lyndsell, Vice President of Client Delivery. "With Thorn, we have a fantastic opportunity to demonstrate these capabilities within the highly competitive and regulated Australian consumer market place."

Thorn Group Ltd is a leading operator in the household goods rental market, providing consumer cash loans through its Cashfirst brand, and specialized commercial rentals via Thorn Business Services. With a skilled team of professionals in place, Transcom looks forward to helping drive a positive operating cash flow for Thorn, and in being a part of their continued growth.

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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 70 contact centers across 28 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.