

Transcom selected by Whirlpool to provide multilingual customer care services across 19 European countries

Press release

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Transcom WorldWide AB (publ) today announced that the company has signed an agreement with Whirlpool Corporation, the largest major appliance manufacturer in the world, to implement a call center integration program across Europe and provide excellent, seamless and consistent customer service for the following markets: Austria, Belgium, Bulgaria, Croatia, the Czech Republic, Denmark, Finland, Germany, Greece, Hungary, Lithuania, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain and Sweden.

Transcom will provide customer care, sales and technical assistance for Whirlpool's full range of marketed brands, with inbound, outbound and back-office services delivered through multiple contact channels. The project is currently in its first start-up phase in four of Transcom's multilingual hubs (Budapest, Gdansk, Olsztyn and Porto), where most linguistic needs can be met. The roll-out plan is expected to be completed at the beginning of 2016, initially with a multinational team of about 130 FTEs.

The solution provided by Transcom is based on a high-performance technological platform, supporting a coordinated network of multilingual contact centers that can virtually extend their reach to any country on the globe. With operating sites located in different European countries, Transcom's virtual contact center solution for Whirlpool offers continuity and solidity for all services delivered to our client's customers across Europe.

"I am very pleased to announce this partnership with Whirlpool, which I believe demonstrates the strength of Transcom's customer experience platform. We have put in place an industry-leading multilingual delivery capability, based on a mix of onshore, near shore and offshore contact centers. Our solutions are designed to enable the creation of outstanding customer experiences, while also reducing cost and helping to drive growth for our clients", 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

