



## Teleopti accelerates international growth by opening new office in the Philippines

Teleopti, a global leader in feature-rich, employee-focused Workforce Management (WFM) solutions, continues to strengthen its position in the US and BPO (Business Process Outsourcing) markets by opening an office in Manila, the Philippines. Teleopti has experienced a super-growth in its US operations meaning a parallel increase in demand for services in the Philippines, where several of Teleopti's US customers have contact center sites or BPO partners.

Opening an office in the Philippines marks the company's 17th regional base, and Teleopti's continuance as the WFM vendor with the highest global reach. This international growth forms part of a strategy to be close to customers and provide the best support in the industry. Teleopti's global understanding of its international markets and customers is also supported by its WFM product being available in 30 languages, along with localization for regional requirements, delivery and support.

"The Philippines has one of the largest contact-center agent populations in the world, with the majority working for large BPOs serving mainly US customers," says Olle Düring, CEO Teleopti AB. "Many of our big US clients have a large portion of their agents working from the Philippines and I truly believe that opening an office in Manila will strengthen our position in both the US and BPO markets."

Mervyn Lim, who has been Head of Business Operations for Teleopti APAC since 2012, has moved from Kuala Lumpur to Manila to head up the new office. It is now his task to accelerate growth and establish Teleopti as one of the key players within the workforce management market space in the Philippines as well as the rest of APAC.

"I am excited to increase our presence in the dynamic Philippines market," says Mervyn Lim. "We will continue to serve partners and customers across APAC, but the new office will help us focus on the BPO market in the Philippines in an effective, efficient manner."

Contact details for the new Manila office can be found [here](#).

### About Teleopti

Teleopti, a top, global provider of workforce management software, offers a world-class WFM solution that is sophisticated, localized and easy to use. As the largest "best-of-breed" vendor, Teleopti focuses on helping contact centers, back offices and retail stores improve customer service, employee satisfaction and profitability – through optimized, automated forecasting and scheduling with cutting-edge features to empower and engage employees. Founded in 1992, Swedish-established Teleopti has customers in over 85 countries, numerous offices around the world – from Beijing to São Paulo – and a comprehensive global network of partners.

For more information please visit [www.teleopti.com](http://www.teleopti.com) or contact:

Olle Düring, CEO Teleopti AB  
Phone: +46 709 21 81 10  
Email: [olle.during@teleopti.com](mailto:olle.during@teleopti.com)

### Media contact:

Alyssa Fishwick, Content & Communications Manager  
Phone: +46703646396  
Email: [alyssa.fishwick@teleopti.com](mailto:alyssa.fishwick@teleopti.com)