

## Transcom's subsidiary Transvoice signs agreement with the Stockholm County Council

Press release

Stockholm, 14 June 2016

2016-06-14

*Following Sweden's most extensive public procurement process for interpretation services, Transvoice, a wholly-owned Transcom subsidiary, has signed a renewed agreement with the Stockholm County Council. The value of the agreement amounts to approximately SEK 250-300 million over two years, which represents a slight revenue increase. At the end of the two-year period, the Stockholm County Council has an option to renew the agreement for a period of up to two years. The potential contract value thus amounts to SEK 500-600 million.*

Transvoice has supplied interpretation services to the Stockholm County Council for more than twenty years, and is now once again entrusted with delivering services within the context of Sweden's largest interpretation assignment. The agreement was awarded to Transvoice already in January 2016, but this decision was subject to an appeals procedure. This new agreement signifies an opportunity to further increase business volumes and revenues from the Stockholm County Council. The demand for interpretation services has increased significantly, not least due to the high level of asylum immigration during the last year.

"We are very pleased that we are once again trusted to be the primary supplier to the Stockholm County Council. We are looking forward to continuing our beneficial cooperation during the coming agreement period", says Jonas Ahlstedt, CEO of Transvoice Sweden AB.

Transvoice is the market leader in Sweden for interpretation services. When a company or an organization interacts with a non-Swedish speaking client or customer, Transvoice's personnel contributes to overcoming the language barrier.

Transvoice completes thousands of interpretation and translation assignments every day for clients in the public and private sectors.

For further information, please contact:

Jonas Ahlstedt, CEO of Transvoice  
Telephone +46 70 798 25 00

Johan Eriksson, President and CEO of Transcom  
Telephone +46 70 776 80 22

Stefan Pettersson, Head of Group Communications at Transcom  
Telephone +46 70 776 80 88

### **About Transvoice**

*Transvoice is Sweden's oldest and largest interpretation and language services company. It has 120 employees, and a yearly turnover amounting to approximately SEK 250 million. Its network of over 4,000 interpreters, the company is the leader in interpretation and language services in Sweden. Transvoice was the*

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*first company in Sweden to offer interpretation services delivered from a call center environment by its own personnel. Transvoice is a wholly-owned subsidiary of Transcom.*

**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 52 contact centers across 21 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.*