

Transcom opens new contact center in Poland

Press release

2016-06-20

Stockholm, 20 June 2016

Transcom WorldWide AB (publ) today announced that the company has opened a new contact center in the city of Bialystok in northeastern Poland. This new site will support growth with clients in Poland, focusing on delivering customer care services in the Polish language on behalf of domestic clients. Transcom's other two locations in Poland, in Gdansk and Olsztyn, have evolved into important multilingual delivery hubs for clients in major European countries. The expansion in Bialystok will allow the other sites in Poland to focus on further expanding their multilingual delivery capacity, meeting the high demand for this type of service.

"I am very pleased to announce this site opening in Bialystok. It will enable us to expand in the large Polish market, while also allowing our Polish locations in Gdansk and Olsztyn to further strengthen their position as multilingual near shore delivery centers for clients across Europe. Poland has an attractive domestic market and is also among the most established near shore delivery locations in Europe, with excellent infrastructure", commented Johan Eriksson, President & CEO of Transcom.

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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 53 contact centers across 21 countries, delivering services in 33 languages to international brands in various industry verticals. Transcom WorldWide AB's share is listed on the Nasdaq Stockholm Exchange under the ticker symbol TWW.