

Transcom appoints new CEO and becomes sister company with Xzakt following an acquisition by Altor

Press release

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Michael Weinreich has been appointed new CEO of Transcom WorldWide (Transcom), replacing Johan Eriksson. Michael was previously CEO of Arvato Financial Services, but has recently also been a VC Partner at FinLeap. Michael will join Transcom on September 1.

Michael has a comprehensive industry experience from hands-on call center operation management to sophisticated international business process outsourcing for collection and payment services. He is very much up-to-date in modern digital solutions due to his role as VC Partner and angel investor.

“After several successful years as President & CEO of Transcom, Johan Eriksson recently informed the Board of his intention to leave his position. I would like to extend my gratitude for Johan Eriksson’s commitment and contribution in developing Transcom. I am also very grateful that Johan has promised to stay on to make the transition smooth. Michael has a great track-record from this industry and has exceptional international experience – which makes him perfect as the successor for the CEO role in Transcom” says Fredrik Cappelen, Chairman of Transcom.

In parallel with the appointment of a new CEO, Transcom’s owner Altor Fund IV (Altor) has via a holding company acquired the Swedish customer care company Xzakt kundrelation (Xzakt) from the founder and owner Gunilla von Platen. Transcom and Xzakt will be structured as sister companies. The two brands will be run independently. Gunilla and Alfred von Platen will become minority owners in the holding company and partner with Altor in developing both Xzakt and Transcom.

“I believe our new Group can build something exciting in this industry. Xzakt has created an unprecedented profitable growth-saga in the customer contact business. Now we will embrace the global footprint from Transcom and I believe we are just in the beginning of a wonderful journey together”, says Gunilla von Platen, founder of Xzakt.

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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 29,000 customer experience specialists at 52 contact centers across 20 countries, delivering services in 33 languages to international brands in various industry verticals.