

## Fast Facts

- €631 M revenues (FY08)
- 75+ strategic outsourcing sites in 29 countries
- 21,500+ employees
- Leadership in customer relationship management and credit management BPO services globally.

## Industry Expertise

|                    |   |
|--------------------|---|
| Financial services | <i>AIG, Cetelem, Citibank, Grupo Santander</i>                          |
| Telecoms           | <i>NorthwesTel, O2, Orange, SFR, Telenor</i>                            |
| Media & Technology | <i>Sky.it, Viasat, Xerox</i>  |
| Retail             | <i>D-Mail, Drake, Future Shop/BestBuy, Indesit, Redcats, YvesRocher</i> |
| Transportation     | <i>1-800-PackRat</i>  |
| Travel & Leisure   | <i>Expedia, Hotels.com, Scandic, StenaLine</i>                          |
| Utilities          | <i>Austria Mineral Oil, Saur, Statoil</i>                               |
| Outsourcing        | <i>CSC</i>  |

## Portfolio

### Customer Care, Sales and Support Solutions

- Market Research
- Customer Acquisition and retention
- Customer care and technical support
- Home agent solutions

### Credit Management Solutions

- Credit Collection
- Debt Purchase
- Specialized services

### Customer-Related Solutions

- Consulting
- Interpretation
- Legal Services

## Transcom Worldwide

Austria, Belgium, Canada, Chile, Croatia, Czech Republic, Denmark, Estonia, France, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Norway, the Philippines, Poland, Portugal, Romania, Serbia, Slovakia, Spain, Sweden, Switzerland, Tunisia, United Kingdom, USA

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**145 million**

Calls  
year

**19,000**

Productive  
Seats

**33**

Supported  
Languages

**2.5 million**

Active collection  
cases

**75**

Sites