

PRESS RELEASE

Transcom WorldWide signs contract with Glocalnet

Transcom WorldWide has signed a contract with Glocalnet, and Transcom will as a first step provide a complete customer service for Glocalnet's Danish operation.

“The contract with Glocalnet is proof that Transcom WorldWide's strategy, to offer large national and multinational companies a complete high quality customer service, is successful”, says Vigo Carlund, CEO of Transcom WorldWide S.A.

Transcom WorldWide, is present in Luxembourg, Sweden, France, Denmark, Germany, Finland, Italy, Switzerland, Norway, the Netherlands, Spain, Austria, Morocco, and Estonia. Transcom is expanding fast throughout Europe. With a total of 22 call centers, all under expansion, Transcom WorldWide employs approximately 5500 employees.

Transcom WorldWide, with headquarters in Luxembourg, is a subsidiary of the Swedish Industriförvaltnings AB Kinnevik Group. The company handles Customer Relationship Management (CRM) solutions for companies in various industries like E-commerce, telecommunication, travel & tourism, finance, retail, and energy. Transcom offers clients a broad array of traditional relationship management services, including inbound and outbound calls, Interactive Voice Response, Internet Services, e-mail processing and broadcast fax. Client programs are tailor made and range from single applications to complex programs, which are offered both on a domestic and international basis in as many as 37 languages.

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