

Transcom in Chile

www.transcom.com

Serving our clients' customers in Spain.

Transcom's business in Chile was established in 2006. Today, with our contact centers in Concepción and Valdivia operating at close to full capacity, we are the biggest player in the country's burgeoning offshore customer management market.

Our Chile operation is an essential part of the large-scale cross-border program Transcom operates for global telecoms leader, Orange. In support of Orange's consumer and business to business customer base in Spain, we provide a comprehensive range of customer care, loyalty and retention services from Chile, supplemented by a further four centers in Spain. In 2010, we signed a new contract with Orange, extending the relationship forged in 2007 for a further 2 years.

“ Transcom's confident cross-border management has given us the financial flexibility and business stability we need to grow our business in Spain, despite the dramatic downturn in the economy. The priority they give to high quality customer care is helping us maintain our market leading position.

Yves Bazin, Operations Director, Orange Spain

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Transcom has helped Orange grow its business in Spain by over 34% since 2007.

The Spanish Contact Center Association has referenced Chile as Spain's number one offshore destination with a 25% share of Spain's growing off-shore volumes.

Transcom has 1,100 employees in Chile. Plans for further expansion into Latin America are already in progress, as the company responds to Spain's rapidly growing demand for offshore services.