

WEBHELP REACHES \$1BN TURNOVER WITH ACQUISITION OF LEADING SCANDINAVIAN CUSTOMER EXPERIENCE COMPANY

PARIS, June 23, 2016 – Leading global customer experience company, Webhelp, has today announced the acquisition of top Scandinavian customer relationship management firm, GoExcellent.

GoExcellent has nine centres employing 1,700 people across Sweden, Finland, Norway and Denmark and specialises in the technology, media and telecoms sectors. The company has enjoyed strong growth in recent years under the leadership of CEO, Terje Andreassen, and recorded a turnover of US\$90m in 2015.

This acquisition is part of the Group's strategy to actively pursue geographical expansion. It will allow Webhelp to offer its customers services in four new languages in the areas of customer experience where Webhelp is already widely recognized.

The deal is expected to be completed in August once all the relevant local antitrust approvals have been obtained. Webhelp will then have 90 centres across 27 countries employing 35,000 people. The turnover of the business in 2016 is expected to be US\$1bn.

Olivier Duha and Frédéric Jousset, the two co-founders of Webhelp said:
"We are very excited about this acquisition and are delighted to be able to make this announcement today. GoExcellent is the best customer relationship firm in Scandinavia and the combination of their reputation in this region with our expertise for delivering great customer experience will greatly enhance our ability to offer our clients a seamless, quality experience across a greater range of languages and countries in Europe. This exciting development has been made possible by the support and belief of our new major shareholder, the investment fund, KKR."

Terje Andreassen, CEO of GoExcellent said: "Through this acquisition GoExcellent will be part of a global company with the industrial strengths to support future development. Omnipresent digitalization and rapidly changing customer behaviour changes the Customer Experience and the way we interact. Fuelled with Webhelp's innovation strength and customer insights GoExcellent's position in the Nordic region will be further strengthened."

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Press information:

For more information, or to arrange an interview, please contact Heather Astbury, head of PR at Webhelp, on +44(0)7825 593242 heather.astbury@uk.webhelp.com

About Webhelp

Webhelp is a global business process outsourcer (BPO), specialising in customer experience and payment management in addition to sales and marketing services across voice, social and digital channels.

From 27 countries with a 35,000-strong team, our focus is on engineering performance improvements and delivering a real and lasting transformation in our clients' operating models to generate financial advantage. We partner with some of the world's most progressive brands including Sky, Shop Direct, Bouygues, Direct Energie, KPN, Vodafone, La Redoute, Michael Kors and Valentino.

Headquartered in Paris, France, the company has grown its revenues by more than 250% in the last 4 years by investing in its people, the environment they work in and developing its analytical and operating capability to deliver a transformational outsourcing proposition that addresses the challenges of an omni-channel world.

Webhelp is owned by its management and KKR, a leading global investment firm, as of February 2016.

More information can be found at www.webhelp.com