



PRESS RELEASE

PCCI Group pursues its ambitious growth strategy and announces the opening of five new contacts centers in emerging markets after winning a 5-year outsourcing contract with MTN Group.

Paris, August 11, 2015

PCCI Group, a leading contact center & customer experience outsourcing provider in emerging markets, announced the opening of centers in five African countries after signing a 5-year outsourcing contract with the telecommunications giant MTN. The new contact centers will be operational within the next six months in Cameroon, Guinea Bissau, Republic of Guinea, Cote d'Ivoire and Republic of Congo.

For these 5 key markets , PCCI will be the exclusive contact center partner of MTN for the next 5 years & will be serving over than 30 Millions MTN customers across multiple channels.

PCCI confirms its BPO & customer experience leadership in the West East and Central Africa market

Created in 2001 in United Kingdom and France, PCCI Group is strengthened by its parent company Teyliom Group a conglomerate that operates in properties, hospitality, finance, telecom, industry and energy.

After 13 years of experience in European and African market, PCCI Group has now operations in 10 emerging countries with over than 2,500 employees. The group offers consistent and branded customer engagement solution - with the integration of digital and data analytics offerings - to its clients operating across various sectors such as telecommunications, BFSI, Travel & Hospitality, Retail, Media, and Energy & Utilities.

By signing a 5-year contract with PCCI, MTN chose to trust a multinational operator who knows how to deliver a distinct customer experience taking into account local realities & adapting it to mature international standards.

Seeking new frontiers - new markets on the radar, expansion in Anglophone Africa & emerging markets

2015 will be the year of PCCI's expansion in Anglophone Africa with the opening of operational sites in Nigeria.

The opening of the new center in Nigeria provides PCCI the opportunity to become a key player in the Nigerian market - the largest African market - and further expand its pan-African coverage.

PCCI is eyeing other markets & re-shaping its global operating model to cover a widespread geographical footprint

Fast moving customer experience delivery operator

By expanding its operations, PCCI group clearly unfold its ambition to become one of the fastest moving customer experience delivery providers in the region.

A new group identity will be unveiled in September 2015 to mark this new vision.

About PCCI

Leading contact center outsourcing provider in emerging markets, PCCI Group has quickly emerged as a key player delivering consistent and branded customer experience. Founded in September 2001, the Group now has several locations in Europe and Africa and employs over 2,500 of people.

More than a contact center, we bring tailored value added solutions to our customers in the management of their customer service with a range of capabilities through our sites located in Dakar (Senegal), Abidjan (Cote d'Ivoire), Douala (Cameroon), Ibadan (Nigeria), Nouakchott (Mauritania), Bissau (Guinea Bissau) and our offices in Paris (France), UAE (Dubai) and London (UK).

PCCI Group delivers its services primarily in French and English and has multiple fortune 500 companies as clients including European, North American and African leaders in telecommunications, media, BFSI, energy, retail & tourism

PCCI Group is part of Teyliom Global Capital.

More information can be found at www.pcci-group.com

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