



ARDIAN

PRESS RELEASE

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## ARDIAN SELLS CCC TO TELUS INTERNATIONAL

**Geographical expansion, an increasing customer base, and expansion of Non-Voice Services, position CCC as a leading European platform for business process outsourcing services**

**Berlin/Vienna/Frankfurt, December 5, 2019** – Ardian, a world-leading independent investment house, is selling Competence Call Center Group (“CCC”), one of the leading Business Process Outsourcing (“BPO”) service providers in Europe, to TELUS International, a subsidiary of TELUS Corporation. The closing of the transaction is subject to antitrust approval.

Founded in Vienna in 1998, CCC is today headquartered in Berlin. With more than 8,500 employees, the company offers high-quality BPO solutions in 33 languages. CCC’s range of services includes moderating content, for example on social media platforms, up/cross selling, complaint management and technical support. The Group operates from 11 countries across the DACH region, France, Spain, Eastern Europe, and, Turkey.

Ardian invested in CCC between 2009 and 2013. Since reinvesting in the company in 2017, CCC has increased the number of employees by more than 3,000 to 8,500 and opened in four new locations. The renewed support of Ardian also enabled CCC to further develop as a leader in the German-speaking region and strengthen its European platform for BPO services through its expansion strategy.

The company has expanded its business with new and existing customers, shifting the range of services towards more complex BPO services, which now account for two-thirds of sales, and new geographic markets. With its services, CCC supports fast-growing companies in interactive media services, an example being social media platforms, internet and direct marketing, as well as consumer services and retail.

Christian Legat, CEO of CCC, said: “We would like to thank the Ardian team for their excellent cooperation over the past few years, which has made CCC one of the leading independent European platforms for BPO services. CCC is well-positioned to continue this success story under our new owner TELUS International.”

Dirk Wittneben, Managing Director at Ardian, said: “We are pleased that we have been able to support CCC for a second time in the continuation of its success story. We have been able to contribute to the company’s development towards more complex non-voice services and to expanding the customer base to include leading industrial and innovative tech companies.”

Marc Abadir, Managing Director at Ardian, added: “We believe the company is in an excellent position to continue to expand and gain market share within the dynamic BPO services market. We wish the company and its employees every success in the years ahead and thank CCC’s outstanding management team once again excellent collaboration.”

## ABOUT ARDIAN

Ardian is a world-leading private investment house with assets of US\$96bn managed or advised in Europe, the Americas and Asia. The company is majority-owned by its employees. It keeps entrepreneurship at its heart and focuses on delivering excellent investment performance to its global investor base.

Through its commitment to shared outcomes for all stakeholders, Ardian's activities fuel individual, corporate and economic growth around the world.

Holding close its core values of excellence, loyalty and entrepreneurship, Ardian maintains a truly global network, with more than 640 employees working from fifteen offices across Europe (Frankfurt, Jersey, London, Luxembourg, Madrid, Milan, Paris and Zurich), the Americas (New York, San Francisco and Santiago) and Asia (Beijing, Singapore, Tokyo and Seoul). It manages funds on behalf of more than 1,000 clients through five pillars of investment expertise: Fund of Funds, Direct Funds, Infrastructure, Real Estate and Private Debt.

Ardian on Twitter @Ardian

[www.ardian.com](http://www.ardian.com)

## ABOUT CCC

CCC provides Customer Care and BPO solutions at the highest level. The company draws on 21 years of experience in monitoring and moderating content, such as on social media platforms, up/cross selling, complaint management and technical support. With its solutions, the company covers various communication channels ranging from telephone and e-mail to chat and social media. Since 1998, CCC has been renowned for providing high-quality, internationally certified and excellent BPO services in 33 languages for global top brands in the European market from several industries. During this time, it has realized international growth and demonstrated continuous and strong commitment for the BPO industry. In total, more than 8,500 employees provide customers with innovative and international excellent service on all communications levels.

[www.yourccc.com](http://www.yourccc.com)

## COMPANIES AND PERSONS INVOLVED IN THE TRANSACTION

**Ardian Team: Dirk Wittneben, Marc Abadir, Yannic Metzger, Nicolas Münzer**

Financial: Deloitte (Egon Sachsalber, Tanya Fehr)

Commercial: McKinsey (Dr. Julian Raabe, Dr. Tobias Eichner)

Legal: Latham & Watkins (Burc Hesse, Dr. Sebastian Pauls), Milbank (Dr. Michael Bernhardt)

Tax: EY (Niclas Hahn)

M&A Advisory: William Blair (Dr. Philipp Mohr)



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