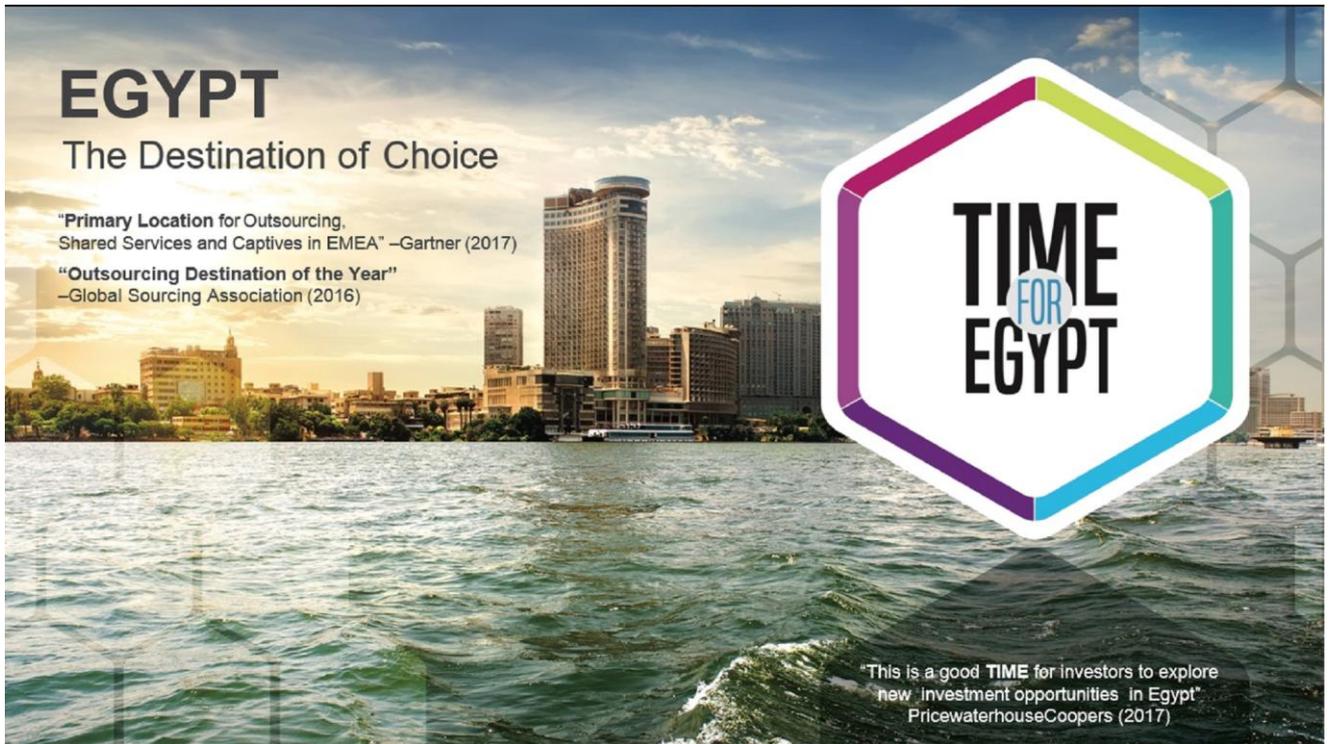


Convergys continues to expand operations in Egypt

The company surpasses 2,000 employees in Cairo



CAIRO - September 13, 2018: Convergys, a global leader in Customer Management Outsourcing, is one of the largest and expanding BPO companies in Egypt. Operating in the region since 2008, Convergys Egypt has experienced significant growth over the past two years to become one of the company's largest multilingual hubs in EMEA.

Convergys Egypt now employs over 2,000 people across 2 sites, delivering a mix of Technical Support, Customer Care and Sales related services, in over 10 languages, for leading brands in telecommunications, retail, entertainment and consumer electronics industries.

"Egypt continues to be an attractive proposition for Convergys and our clients seeking an easily accessible near-shore location, to serve markets in Europe and the Middle East," said Paulo Pereira, Operations Director for Convergys in Egypt. "Access to a large, sustainable pool of highly educated and multilingual talent, in a country where call center jobs are positively perceived and labor costs are extremely competitive, makes Egypt a highly attractive BPO

location. All this is further strengthened by government-subsidized training for call center skills and robust international telecommunications infrastructure.”

“The talent pool in Egypt is unique as the country has a very large and highly educated population, which accommodates for the expansion and sustainability of operations like Convergys,” said Maha Rashad, ITIDA CEO.

“We have witnessed a growth spurt in all IT investments in terms of the number of employees and types of services offered”. “With about 550,000 annual graduates and abundant supply of skilled talent at a competitive cost, multinational companies leverage Egypt as a hub for IT and business process services that grants access to the whole region,” she added.

Paulo Pereira added, “We value our partnership with the ITIDA. Over the years, they have provided great support in helping us to execute our growth plans in Egypt and we look forward to working together to unlock the next phase of our growth in the region.”

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About ITIDA:

The Information Technology Industry Development Agency (ITIDA) is a governmental entity affiliated to Egypt’s Ministry of Communications and Information Technology. It is responsible for growing and developing Egypt’s position as a leading global outsourcing location by attracting foreign direct investment to the industry and maximizing the exports of IT services and applications. Located in the heart of the modern business environment at Smart Village, the six hundred acre business park on the outskirts of Cairo, ITIDA is a self-sustainable entity that drives the IT industry in Egypt and raises awareness among the Egyptian people of the benefits and use of ICT to advance socioeconomic welfare of the whole community.

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About Convergys

Convergys delivers consistent, quality customer experiences in 58 languages and from more than 150 locations around the globe. We partner with our clients to improve customer loyalty, reduce costs, and generate revenue through an extensive portfolio of capabilities, including customer care, analytics, tech support, collections, home agent, and end-to-end selling. We are committed to delighting our clients and their customers, delivering value to our shareholders, and creating opportunities for our talented, caring employees in 33 countries around the world.

Visit www.convergys.com to learn more about us.

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For his part, SCU Secretary- General Mohammed Latif said that establishing technological innovation hubs in Egyptian universities aims to reach the largest segment of young people to develop their skills, support initiatives of technological innovation and entrepreneurship, and develop those innovations resulting from these hubs, thus contributing to economic development and social development. He pointed out that these objectives are in line with SCU objectives, to build capacities of young people and build a more innovative and knowledgeable generation in sciences and technology.