



The management team of Webhelp partners with KKR

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27 November 2015 - Webhelp, the global business process management and outsourcing solutions group, announced today that it has entered into an agreement with KKR, a leading global investment firm, as new investor and financial partner. The Webhelp management team will now become controlling shareholders, alongside KKR, while Charterhouse Capital Partners will step back after over four years of successful collaboration with the company. Terms of the transaction were not disclosed.

Webhelp specialises in comprehensive customer experience management services across a range of digital, social, mobile and traditional voice channels to an international client base.

"We have experienced great success during our four year run with Charterhouse Capital Partners, and greatly appreciate the support and guidance they have provided to our team", said Frederic Jousset, co-founder of Webhelp. "We are excited to continue the journey with KKR. We believe that our commitment, ability to execute and proven track record of success, coupled with the experience, enthusiasm and resources that will be contributed by KKR, will enable us to become a world leading independent business process outsourcer".

Webhelp will continue to be headquartered in Paris, France and led by the current management team. Co-founder Olivier Duha commented: "As part of the deal, the existing management team has taken the opportunity to increase its stake in Webhelp in a clear demonstration of our renewed commitment to, and confidence in the business across all its markets".

KKR has built a strong track record of successful collaborations with leading companies, and supports its partners by building on its international network and expertise. The investment in Webhelp will be made primarily by the KKR European Fund IV.

Josselin de Roquemaurel and Nicolas Gheysens, Directors of KKR, said: "The partnership with Webhelp follows our strategy of investing behind strong European entrepreneurs and their teams to build global companies and industry leaders. We are delighted to have the opportunity to accompany Webhelp on this journey to become a leading, independent global business process outsourcer."

"On behalf of Charterhouse Capital Partners, I would like to thank Olivier, Frederic and the Webhelp management team for their partnership over the past several years", said Stephan Morgan, Partner at Charterhouse. "During our ownership, Webhelp has improved revenues from €200 million to a forecast €725 million in 2015, the number of contact centres has increased from 12 to more than 80 while the number of employees globally has risen from 7,000 to in excess of 30,000. We believe that the Company is very well-positioned to continue to enhance its leadership position in the field of business process outsourcing".

The transaction is expected to close in Q1 2016 once required approvals have been obtained.

Advisors to the sellers

Deutsche Bank AG (financial) - Ashurst (legal)

Advisors to Webhelp, co-founders and management team

Sycomore Corporate Finance (financial) - Scotto & Associés (legal) - Mayer Brown (tax)

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