



## **XL WORLD Opens New Outsourcing Facility in Albania**

*New 350-Seat Facility Will Outsource Multilingual Call Centre Services*

London, January 21, 2009 – XL World announces the opening of its new multilingual outsourcing centre in Shkoder, Albania. The new facility substantially expands XL World's current operations from its three centres in Romania and will offer call center and business process outsourcing services in more than 10 European languages (English, French, German, Spanish and others).

The new centre was inaugurated on January 16, 2009 in the presence of the Albanian General Director of Labour and Educational Policies, Mr. Muharrem Gjevili, in representation of the Labour minister, who confirmed the Albanian government's strong intent to support foreign investments in Albania and appreciates the value that companies such as XL World bring in terms of workforce occupation and industry knowledge.

XL World's new centre can employ 350 people, in addition to the 1,000 employees currently hired by XL World in Romania.

XL World's expansion to Albania represents a differentiating factor for the company, which is currently one of the leading providers of outsourcing services in Eastern Europe. XL World's mission is to provide reliable services for companies that need multilingual outsourcing at reasonable costs.

### **About XL World**

XL World (<http://www.xlworld.eu>) is one of the fastest-growing outsourcing companies in Eastern Europe. The company serves large multinational clients from four high-tech sites located in Romania and Albania.

XL World's primary areas of expertise are multilingual contact centre service (telemarketing, market research, customer care) and BPO services. Support is offered in 14 different languages, including English, German, Italian, French and Spanish.

### **Contacts**

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