

## **XL World - Eastern Europe's top provider of outsourced multilingual services, and second in the World.**

*Datamonitor's annual publication recognizes the Italian company as the leader in the Eastern European market and also grants it second place on a global scale.*

**Thanks to its outsourced services offerings**, XL World, one of the major multilingual outsourcing companies, is recognized as the **leader in the Eastern European market and the second one worldwide**.

Twenty-six thousand outsourced services users have been interviewed by Black Book Research, a division of Datamonitor, and have granted XL World with the leadership in Eastern Europe and the second place worldwide for multilingual Call and Contact Centers.

*"I believe that the secret of our success is that, in our company, people are held as really important and everything revolves around them" - says Roberto Montandon, XL World's partner and Managing Director - "people are the heart of XL World's corporate strategy and of its very growth. We do perceive our staff as an asset and invest accordingly in their training for professional and managerial growth."*

The Report analyzed 18 different areas from the perspective of the outsourced services customer, and XL World ranked in the top tier for most of the categories in both the Eastern European and the global markets. XL World is an **innovative** company that, through ad hoc training, invests in **training programs** for its resources, which value **relationships with the customers**, while taking into account the different cultures. In addition, the research also pointed out that the company's products and services are able to answer customers' specific needs thanks to its customized services: "we exert extraordinary efforts to transform and adapt any particular request into a feasible solution, complying with the cost and time constraints of the case. "

XL World is also described as a company that offers **reliable** services and which is very **trustworthy** (XL World ranked first in Europe and worldwide in the “Reliability” category).

The growth and expansion of the European Union naturally generates an increasing demand for cross-European call centers able to provide services not only in English but also in other languages, especially German, French, Spanish, Italian and Eastern Europe and Scandinavian languages. The same phenomenon can also be observed in the United States: Spanish is, in fact, assuming a more and more important role.

In order to properly address market’s demands, multilingual services for all regions of the world are provided by XL World through highly qualified operators who currently speak twelve of the most widely spoken languages in the world.

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**XL World** ([www.xlworld.eu](http://www.xlworld.eu)) is one of the main multilingual outsourcing companies operating in Eastern Europe. The company has operations in two Romanian cities (Iasi and Oradea) and in Albania, where its offices are present in Shkoder and in the new premises of Vlore. The company employs more than 1,000 in total, making it one of the largest offshore outsourcing companies in emerging Europe. Thanks to its highly qualified operators who speak all the main European languages, XL World offers its services on other markets as well. The decision to establish the company headquarters in Romania and Albania is based primarily on excellent knowledge of foreign languages in these two countries, and secondly, because of the lower labor costs, as compared to countries in Western Europe. XL World’s operations are divided into three main areas: Customer Care, Telemarketing and BPO.