

## **Responda Group, a leading provider of answering and customer services, acquires H1 Communication and strengthens its position as a leading supplier of customer service solutions in the Nordics**

Responda Group ("the Group"), a leading provider of answering and customer services, acquires H1 Communication ("H1"), a Nordic business process outsourcing company with an impressive customer base and extensive experience offering outsourced customer services.

The strategic acquisition of H1 is an important milestone in Responda Group's growth agenda and strengthens its position as a leading supplier of outsourced customer service in the Nordics. By bringing together the best resources and expertise from both companies, the Group will be able to continue developing its offering while streamlining and further improving the customer experience for its customers.

"H1 has long been a respected outsourced customer service provider, and we are very pleased to welcome them to Responda Group," says Marcus Lindqvist, CEO Responda Group. "This acquisition further solidifies our strong position in the market and will enable us to offer additional value to our customers by combining our expertise and resources."

"We look forward to becoming part of Responda Group and working together to deliver even better services to our customers," says Mona Silfver, CEO H1 Communication. "By combining our resources and competencies, we will be able to deliver customer service solutions that are more efficient and innovative, and which meet the specific needs of our customers."

This acquisition marks a new era for Responda Group and will see it double in size, with over 500 qualified customer service employees handling more than 25 million customers interactions annually. The Group will continue to deliver high-quality answering and customer service solutions to help its customers achieve their business goals and deliver a superior customer experience.

### **For further information and questions, please contact:**

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### **About Responda Group**

Responda Group is a leading Swedish customer service provider. Our 250 employees handle more than 20 000 customer contacts daily – for more than 3,000 clients. Our passion is to provide value-added customer experiences and strengthen relations through innovative, effective, and qualitative customer service. Responda Group was founded in 1992 and has a yearly turnover of about 140 MSEK with good profitability. The company has operations in Stockholm, Eskilstuna, Kalix and Haparanda.

### **About H1 Communication**

H1 Communication is a Nordic Contact Center with European services offering outsourcing of customer service, technical support, PKI- and response service. H1 helps clients drive leading high-quality and trusted customer experience through being ISO 9001/14001/27001/18295 certified matched with the Happy-philosophy, a client-recognized way of working with employer brand.