

History and key figures

Frédéric Jousset and Olivier Duha founded Webhelp in June 2000. In the beginning, the company offered real-time online assistance for Internet neophytes.

At their customers' request, they quickly developed the original concept by integrating a call center for Webhelp to provide hotline, telemarketing, letter processing and email solutions.

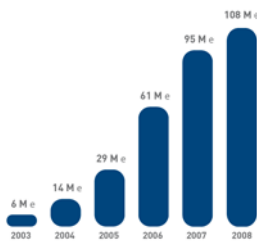
Having developed into a major player in the field of call centers and customer relationship outsourcing, the Webhelp group bought French call center operator EOS Contact Center in August 2008. Founded in November 2002, EOS specializes in call center outsourcing operations for public and semi-public customers. The company employs 300 people in its four sites (Gray Haute-Saone, Fontenay le Comte in Vendée, Saint-Avold in Moselle and Montceau-les-Mines in Saone-et-Loire). In 2007, it posted turnover of 10 million euros.

The EOS acquisition reinforced Webhelp as a major player in customer relationship outsourcing. Today, the group is present in France (seven sites), in Morocco at Rabat and Fez (ten sites) and in Romania (Bucharest and Galati). There are nearly 5,500 employees working in the new group, confirming a consolidated sales forecast of €120M for 2008, making it the 3rd player on the French customer relationship market.

"Our ambition is to maintain a policy of high investment, high potential recruitment and research and development to achieve provisional turnover exceeding €150 million in 2010," confirm the founders and Chairmen of the Webhelp Group, Olivier Duha and Frédéric Jousset.

With turnover of €95 million in 2007, up 55% compared to 2006, and provisional turnover of €120 million in 2008, Webhelp marked the largest growth in the call center industry between 2002 and 2007 (source Roland Berger 2007).

Turnover



Our employees

