

## The management team

### Olivier Duha

Co-Chairman



Olivier Duha began his career in 1992 at LEK Consulting, a consulting firm specializing in strategy and mergers/acquisitions. Based successively in London, Paris and Sydney, Olivier Duha has always worked in international environments of leading groups in their respective sectors. In 1998, he obtained an MBA from INSEAD and decided to join the American consulting group Bain & Company. In his new role, Olivier Duha notably integrated the "E-business practice" and was involved in Internet development strategy missions for large industrial groups. Olivier Duha is a board member of the managers' association Croissance +.

### Frédéric Jousset

Co-Chairman



JOUSSET Frederick, an 1992 HEC graduate, began his career at L'Oreal in 1994. At the time, he had a marketing position and became familiar with developing new products, managing consumer trademarks and using advertising and promotional techniques. Focusing closely on new technologies, in 1998 he decided to buy DIALOG, a software company that he quickly merged with its competitor IKOSOFT. He then joined Bain & Company in 1999. Working in the private equity department, he participated in several advisory missions for important institutional funds guiding them in their investment strategy. Frédéric Jousset is also a lecturer at the Paris School of Political Science (Sciences Po), a director of the professional contact center Union (SP2C). He is a "Chevalier des Arts & Lettres" and a commander of the Order of Ouissam Alaouite, decorated by the Kingdom of Morocco.

### Vincent Bernard

Group Operations Director



Vincent Bernard has a master degree in international business from la Sorbonne Paris. Between 1997 and 2006, Vincent held key positions in the customer service department of various major french telecom providers such as Orange and Club Internet. In 2006, he joined Virgin Mobile/Breiz Mobile, one of the first mobile virtual operators on the French market, as Director of the customer service. He was in charge of the customer relationship strategy and he created the telesales department. Vincent's work experience gave him a strong expertise in operation's management (CRM, E-Care, telephony, multi channels...) and outsourced contact centers. As Group Operations Director at Webhelp, he's in charge of the delivery of the standards of production and the operational excellence.

### Vincent Tachet

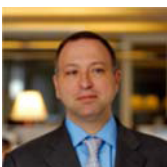
Group Managing Director and Technical Director



Vincent TACHET is an Engineering graduate from ENSIMAG (Grenoble School of Applied Mathematics and Computing) and began his career at the Délégation Générale pour l'Armement, part of the Ministry of Defense. He then joined CAP Gemini Group as Key Account Project Director dealing with large companies such as Orange, SITA France and SNCF.

### Jean-Marie Roche

Group Human Resources Director



A graduate from ENSIMAG (1985) and INSEAD (1994), Jean-Marie began his career as an IT Project Manager. In 1995, he moved towards strategy management at the international consultancy firm Bain & Company. Following secondments in Russia, the UK and France, in 2003 he was appointed Director of Professional Development Worldwide at Bain & Company.

## François Taithe

Administrative and Financial Director



Formerly the Finance and Administrative Director at TISCALI, François started his career at Bouygues, then at TF1 as Cost Controller, followed by Assistant Financial Director at TF1 where he was part of the e-TF1 launch. In 1998, he was involved in the launch of Worldonline France as Secretary General and Manager of telecom operator relationships. 3 years later, at TISCALI France, he was involved in the acquisitions of Freesbee and Infonie, Internet access providers.

## Matthieu Bouin

Financial Services, Retail, Tourism Business Unit Director



A graduate from HEC (1997) and originally from the consulting industry (Bossard Consultants / Gemini Consulting), Matthieu previously worked in new technologies sales development and marketing (LA CIE, Aladinno) and in insurance brokerage (Marsh&McLennan). Throughout his different missions, he has developed solid expertise of the challenges in customer relationship management.

## Etienne Turion

Webhelp Pro Business Unit Director



Etienne Turion, a graduate from (ESC Rouen 1987), began his career in Hong Kong in event management. He joined the Everest Marketing Group where he worked in international development and ran the Business Unit Marketing Services, dealing with B to B clients such as L'Oréal Professional, Altadis, Spie... In 2000, he co-founded CVOO, a professional web content operator for large companies (Lafarge, Banque Populaire) which he later merged with Everest. He quickly took over the agency's general management and focused on leading multichannel CRM projects.

## Alexandre Fretti

Telecom, Media, Hi-Tech Business Unit Director



A graduate from Telecom Bretagne, Alexandre began his career in the consulting industry, as a consultant in organization. Among other missions, he accompanied major accounts in defining and implementing their strategy in Customer Relationship Management. He then moved towards strategy consulting and joined McKinsey where he worked in various European countries on cost reduction and lean management programs. Alexandre joined Webhelp in 2006 as Account Manager and is in charge of Telecom, Media, Hi-Tech Business Unit since end of 2008.

## Dirk Van Leeuwen

Managing Director WEBHELP Morocco



Dirk has an economics degree from Erasme University in Rotterdam and a MBA from INSEAD. He began his career as a consultant at Monitor Company. He joined PROCTER & GAMBLE in Geneva as a Financial Analyst then progressed to Cost Controller in their Food and Beverages department. In 1999, he joined PEOPLESOFT as Chief Financial Officer of the French subsidiary and was appointed Director of Operations for PEOPLESOFT GLOBAL SERVICES.