



Press Release

Ydilo announces its 2008 results

achieves 13% growth in the financial year of 2008

18 June 2009 – Voice solutions company Ydilo reports revenues of 11.57 million Euros for the financial year of 2008, 13% more than for 2007 at 10.26 million Euros. These results are derived from the latest audited financial statements.

“These positive results show our ability to continue to grow and consolidate market share and leadership in a climate of economic adversity in the business world,” said Javier Alvarez Vara, chairman and CEO of Ydilo.

The positive financial results achieved in 2008 have been marked by several key changes in the corporate business strategy. At the beginning of 2008 Ydilo created a subsidiary, Movidilo, to concentrate exclusively on customer care, value added services and leisure solutions in the mobile channel. Ydilo also strengthened its presence in the UK with a new London office in line with its aim to expand into other key markets.

Ydilo’s offering has also grown to include speech solutions for vertical markets to better address the needs of more specialised companies and complement their extensive and high-quality automated speech recognition services already in place. This includes industry sectors such as telecommunications operators, banks and other large enterprises.

The company’s portfolio covers a broad range of vertical solutions that solve specific business problems. In today’s climate of economic downturn, companies are keen to achieve greater cost efficiencies and higher customer satisfaction to ensure their survival and retain their customers. Well-designed automated speech solutions tailored to specific problems are more attractive as they do not compromise the level of service rendered.

Some of the solutions include Ydilo Debt Collection which shortens the lifecycle of pending payments by managing these easily over the phone in a secured environment. Ydilo Surveys provide companies with an efficient means of instantly assessing customer satisfaction over the phone to be able to make effective improvements in customer care. Ydilo Speech Assistant helps to make the most of existing IVR systems, by optimising the number of calls successfully resolved, and Ydilo Loyalty Programmes boost redemption and customer retention over the phone.

“The automated services and new vertical solutions we offer to make the most of the telephone voice channel are clearly the right tools for businesses to get ahead in today’s market,” added Javier Alvarez Vara.

About YDILO AVS

Ydilo A.V.S. is a leading provider for managed services and advanced speech solutions with natural language recognition technologies. These leading-edge solutions have been internationally recognised for their high level of quality and usability.

YDILO ADVANCED VOICE SOLUTIONS, S.A.



Telecommunications operators, banks and other large enterprises reap the benefits of automated Ydilo customer care and value-added services. Currently, Ydilo operates more than 3,000 ports with natural language recognition attending over 150 million calls annually.

For more information

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