



Press Release

Ydilo opens up a new office in Mexico as Ydilmex

The Ydilo group expands its presence in the Latin American market

Madrid, 13 September 2010

The Ydilo group (www.ydilo.com), a well-known provider of multichannel services for contact centres has set up an office in Mexico D.F. as part of their plans for international expansion. This new subsidiary, Ydilmex S.V. de C.V. opens up the group's activities in the Latin American market.

Ydilo opens its doors at one of the most emblematic buildings in Mexico City, the Torre de Angel in the Paseo de la Reforma. The Director of the Contact Center Solutions department at Ydilo, Sergio Carmona Francés now becomes the Managing Director of the new company.

The company Ydilo already has offices in Madrid, London and Las Palmas in the Canary Islands and ever since 1999 it has been offering advanced speech solutions and automated multichannel services using state-of-the-art natural language recognition technologies, business intelligence and multimedia mobile applications. Large companies benefit from these services and solutions to increase greater customer satisfaction, while reducing operating costs through tight integration with enterprise business processes. These solutions have been internationally recognized for their dynamism, quality and level of usability. Currently it offers services to telecom operators such as Telefónica / Movistar, Vodafone, Orange (France Telecom) and ONO; to financial entities like ING Direct and Banesto, and to Spanish public bodies, like the Spanish Airports and Air Traffic Control agency (Aeropuertos Españoles y Navegación Aérea or AENA) and the Highways Traffic Control agency (Dirección General de Tráfico or DGT).

"We found Latin America, particularly Mexico presented an excellent opportunity for growing together," said Sergio Carmona, "The high volume of potential consumers as well as the positive economic growth in these countries are ideal for positioning our services to satisfy the high demands made by users, at the same time as saving costs for companies."

About YDILO AVS

Ydilo is a leading provider of managed services and advanced speech and multimedia-rich mobile solutions for automated multichannel customer care and value-added services, Telecommunications operators, banks, public entities and other large enterprises reap the benefits of better management of customer relationships and other business processes with leading-edge Ydilo solutions. Currently Ydilo operates more than 3,000 ports with natural language recognition technology, dealing with more than 170 million calls annually.

For more information, please visit www.ydilmex.com.mx.

Contact

info@ydilmex.com.mx

YDILO ADVANCED VOICE SOLUTIONS, S.A.

Camino Cerro de los Gamos 1 Edificio 6 – 28224 Pozuelo de Alarcón. Madrid (España) Tel: +34 91 252 84 00 - Fax: +34 91 252 84 48
Pinewood Chineham Business Park, Basingstoke – Hampshire, RG24 8AL (United Kingdom) Phone: + 44 1256 698 046

www.ydilo.com