

As part of a new development strategy, Nicolas Mestchersky takes the reins at Vocalcom as new CEO

Vocalcom, a global leader in cloud contact center solutions and customer engagement management, leans on the expertise and field experience of Nicolas Mestchersky to give new momentum to the company alongside the stakeholders of the company. Through this appointment, Vocalcom reaffirms its historical positioning and opens new horizons in the field of customer relations and engagement.

Consolidate and reinforce the product offer and services, develop partnerships to place Vocalcom at the highest rank

Vocalcom and the stakeholders of Seven2 name Nicolas Mestchersky as Chief Executive Officer. Nicolas has more than 20 years of experience in finance and entrepreneurship. He joined Vocalcom as CFO in November 2019 and acquired solid knowledge of the company and its ecosystem in the past few years.

Previously, Nicolas was head of Financial Management at the AOS-Studley corporation, a leader in office real estate services; he supported the executive and founder in a multitude of operational and commercial development projects. In 2016, he co-founded CSM (Connected Space Management), which offers a hardware and data management solution for overseeing the use of workspaces. CSM has since joined the Sodexo corporation.

Charting a new path, a new era for customer relations for the company—this is the ambition of Nicolas, surrounded by a new management team that is strong, aligned, and engaged.

The main directions and developments of the company will involve several points of focus:

- The reinforcement and restructuring of the product offer with a new roadmap and both hybrid cloud and on-premise solutions.
- A business development strategy in Latin America, Middle East, and Africa while maintaining its leadership position in the market of European outsourcers.
- The ramping up of technological partnerships to benefit our customers with the best technology. « *We wish to fully meet the needs and expectations of all of our customers and business partners,* » states Nicolas Mestchersky, CEO Vocalcom.

« The Board of Directors is very pleased with the appointment of Nicolas Mestchersky as the head of the Vocalcom corporation. His deep knowledge of the company, his style which naturally leads him to listen to customers and the industry, and his apt vision of company priorities to follow in the months and years to come, give us great trust in the positive evolution that he will succeed in giving the company and all of its stakeholders,» adds Antoine Duchateau, President of the Board of Directors of Willink (Holding).



About Vocalcom:

Created in 1995, Vocalcom is the global leader in omnichannel contact center solutions for customer service, sales, telemarketing, and debt collection. Our solutions, available in the cloud or on-premise, were designed to create a unique relationship with each customer, simplify the management of interactions on all channels, and improve agent efficiency. Vocalcom has a strong global presence with offices in 15 countries, and counts more than 1,200 customers in 47 countries around the world.

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