



Globalturk and Mitsui Back Tempo Call Center Company

Posted on: January 21, 2013

Globalturk Capital has invested in **Tempo Cagri Hizmetleri**, a call center and distant services company in Turkey, by facilitating a co-investment alongside **Mitsui. Baris Oney**, founding and managing partner of Globalturk Capital, together with Tempo's founding shareholders and representatives from Mitsui, will sit on the board of Tempo.

PRESS RELEASE

Globalturk Capital, through its partners, has invested in Tempo Cagri Hizmetleri A.S. ("Tempo" or the "company"), a fast growing, prominent top tier call center and distant services company in Turkey, by facilitating a co-investment alongside Mitsui & Co., Ltd. ("Mitsui"). Baris Oney, Founding and Managing Partner of Globalturk Capital, together with Tempo's founding shareholders and representatives from Mitsui, will sit on the board of Tempo. The agreements were signed on 18th December 2012 and the closing took place on the 21st of January 2013. Mitsui's and Globalturk Capital's partners' equity ownership has led to a minority participation in Tempo and the funding is to be utilized for the growth of the company. Tempo has, for the last two years, been recognised as the best call center services company in the telesales services category at the Istanbul Call Center Days Annual Event – the single most important event in the call center industry calendar. The company provides customer care and back office support services, with a total of 1500 agents in operational centers in Istanbul, Afyon and Urfa. Tempo possesses deep knowledge and a state of the art proprietary infrastructure software platform to provide innovative custom-designed processes with efficient call management for clients. Tempo primarily serves multinational and large Turkish companies in the information and communications, banking, insurance, healthcare, FMCG and electricity utilities sectors. Mitsui, a leading Japanese trading and investment company, which invests globally in growing businesses and undertakes a diversified range of business activities, has decided to invest in Turkey after searching the market for investment opportunities for three years. Mitsui was introduced to Tempo by Globalturk Capital as a co-investment opportunity late 2011. The investment in Tempo marks Mitsui's first such venture-growth investment in Turkey. Mitsui, which is

listed in Japan and has 151 offices in 67 countries, including Turkey, generated \$64 billion of revenues last year (as of March 2012) and employs more than 40,000 together with its subsidiaries people worldwide. Mitsui is multilaterally pursuing business in the following fields: iron and steel products, mineral and metal resources, infrastructure projects, motor vehicles, marine and aerospace, chemicals, energy, food resources, food products and services, consumer services, IT, finance and new business, and transportation logistics. Mitsui has plans to further explore investment opportunities in Turkey. Globalturk Capital, the leading pre and post investment management and advisory services company, invested in Tempo in the summer of 2011 by taking an early minority share option. Globalturk Capital subsequently actively worked on finding co-investors and coordinating the transaction process, while at the same time supporting the business by devising a strategy and business plan for the company, providing guidance and assistance to improve financial and corporate governance, and assisting in new business development. Baris Oney, Founder and Managing Partner of Globalturk Capital, commented: "The partnership between Tempo's shareholders, Mitsui and Globalturk Capital's partners, represents an important milestone in the life of Tempo. With its strong funding base and substantial institutional partners – both local and international – Tempo is well positioned to rapidly increase its share of the promising call center and distant services market." About Globalturk Capital Globalturk Capital is a Pre & Post Investment Management and Advisory Services Firm, assisting and managing investments coming into and going out of Turkey. The Company provides our services to both foreign strategic/private equity investors and Turkish Entrepreneurs, by acting as their true glo-cal partners in their investments and growth respectively. Globalturk Capital works with its portfolio companies on finding co-investors and coordinating transaction processes, while at the same time supporting their businesses by devising strategy and business plans. Further, provides guidance and assistance to improve financial and corporate governance in companies, and assists in new business development.