



## TCS buys Chilean BPO firm

**The Hindu**  
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[What follows is the full text of the news story.]

Tata Consultancy Services has acquired Comicro, a Chilean business process outsourcing company (BPO) in banking and pensions, for \$23 million.

Disclosing this at a press conference here, TCS Chief Executive Officer and Managing Director, S. Ramadorai, said Comicro, a privately-held company, had posted a revenue of \$35.3 million during the financial year.

The company with 1,257 employees provides BPO services to banks, insurance companies, pension funds, and government bodies in Chile.

About the consolidation of TCS in the global pension industry, Mr. Ramadorai said the acquisition augmented the company's presence in this sector.

The Chilean company was processing 67 per cent and 55 per cent of the total premium payments a month for four of the seven pension funds and health insurance providers respectively. He recalled TCS's recent outsourcing engagement with the Pearl Group of the U.K. as part of the consolidation process.

With the acquisition, the company's regional staff strength had increased from 700 to 2,000 and the client base from 23 to 100. TCS proposed to invest in Comicro to strengthen its BPO infrastructure and IT systems and would be increasing the staff strength in its global delivery centre at Sao Paulo, Brazil, within two years as there was a lot of scope and talent pool available. TCS' present strength of 700 included 300 at Uruguay.

TCS Global Head of Sales and Operations, N. Chandrashekhara, said, the acquisition would drive TCS' growing presence in the region's banking sector as the Santiago-based Comicro's local expertise combined with TCS' banking domain expertise and assets would enable the company to offer entire range of IT and BPO services to banks in Latin America.

Henry Manzano Zahr, CEO of Comicro, said, "We are delighted to become a part of TCS as its global reach will allow Comicro access to a much larger market."

Our Mumbai Correspondent writes:

Comicro and TCS at present run a successful joint venture in Chile for IT services wherein Comicro has 49 per cent stake and the balance 51 per cent is with TCS. As part of this transaction, TCS has also bought out Comicro's stake in its IT services venture in Chile.

According to Mr. Ramadorai, the Latin American market size is \$28 billion with the BPO market at around \$3 billion. "This year, we expect the Latin American operations to report a turnover of \$30 billion, excluding the revenues from the ABN Amro deal which is expected to add around 1,000 people in Brazil."