

PRESS RELEASE: Akorbi BPO Accelerates Growth with New Nairobi Facility

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New facility expansion enables Akorbi to extend its reach in Africa's emerging language services market.

PLANO, TX— June 11, 2019 — Akorbi BPO, a US-based company providing multilingual enterprise solutions to companies worldwide, opened a new facility in Nairobi, Africa, expanding its global footprint in the language services industry.

“Africa is an emerging market for language services and business process outsourcing (BPO). Many US-based and international companies are struggling to serve consumers that speak African languages due to the digitalization and rapid economies in the African continent,” said Ralph Bonaduce, President at Akorbi BPO.

His BPO division provides international clients with a full spectrum of solutions, such as customer service support, interpretation, and transcription services, as well as inbound, outbound, and back office support in more than 170 languages.

After assessing its expansion strategy, Akorbi strategically selected Nairobi as its next location due to its technology infrastructure and the diversity of African languages which can be supported in the region. Government policies have encouraged business growth and a stable

Kenyan economy. Its improved technology, educated and trained workforce, and diverse market have elevated Nairobi to become the epicenter for business in East and Central Africa. Nairobi, alone, contributes 60 percent of Kenya's GDP, and its companies are both public and private entities, including service-based, agricultural, manufacturing, and tourism industries.

"The language industry in Kenya impressed me because it consists of truly professional linguists with formal education in languages. Rare language combinations such as Kenyan sign language, Chinese into Swahili and even Spanish into Swahili are popular language pairs in this part of the world," said Claudia Mirza, CEO. "East Africa and the Kenyan translators are poised and prepared for the global economy, and Akorbi is proud to partner with them."

The Nairobi location joins its sister offices in St. Vincent and Santiago, Cape Verde, as well as, Dakar, Senegal, with the hopes of broadening its reach to South Africa in the near future. Founded in 2003, Akorbi is the 13th fastest-growing woman-owned/led company in the world, offering a range of services meant to open communication channels across borders and cultures. It has also been recognized as one of the largest language service providers (LSP) in the US by global market research and international consulting companies Slator and Nimdzi Insights LLC, ranking 9th and 11th on their LSP index respectively.

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About Akorbi

Akorbi is a U.S.-based company which provides enterprise solutions that empower companies to achieve success in the global economy. We help companies connect with employees, vendors, and customers in over 170 languages 24x7, in any modality, from any location. Our customizable, enterprise solutions include technical and multilingual staffing, learning services, multilingual contact centers, video remote solutions, translation/localization, and in-person interpreting services. The company holds several certifications including ISO 9001:2008, ISO 13485:2003, EN 15038:2006 and M/WBE Certification. Akorbi was recently named the 9th largest language service provider (LSP) in the US by global market research and international consulting company, Slator and 11th largest LSP provider by Nimdzi Insights LLC. For more information, visit www.akorbi.com or call 1.877.4.AKORBI