

THIBAUD SIMPHAL, FORMER GM FOR WESTERN AND SOUTHERN EUROPE AT UBER, JOINS THE TESSI GROUP SUPERVISORY BOARD

Tessi, BPO specialist in an agentic world, announces the appointment of Thibaud Simphal to its Supervisory Board. This appointment reflects the momentum initiated a year ago by Alain de Lambilly, CEO of the Group. Thibaud Simphal will also serve as Senior Advisor and, as such, will counsel the Executive Committee on the Group's agentic transformation.



Thibaud Simphal brings to Tessi his extensive experience in the large-scale deployment of disruptive technologies within regulated service environments. He was among the first executives at Uber in Europe, serving as General Manager for Western and Southern Europe, before leading other divisions at the global level between 2022 and 2026 (Global General Manager, Business Hailables – Taxi/Car/Motorcycle, then Global Director, Electrification & Sustainable Development).

Thibaud shares Tessi's conviction that agentic AI in sectors such as Insurance (including Health and Protection Insurance), Banking, Energy, and Public Services will fundamentally reshape business workflows and the customer experience.

For Alain de Lambilly, CEO of Tessi: *"The appointment of Thibaud Simphal sends a strong signal to the market and confirms the ambition of our strategic trajectory. His international expertise in large-scale technological business models will strengthen our ability to reinvent BPO in the agentic world."*

For Jean-Louis Savoye, Co-CEO of Dentressangle and Chairman of the Supervisory Board: *"We are delighted to welcome Thibaud Simphal. He will bring to the Supervisory Board his experience in transforming service industries through technology. The Group welcomes him."*



Leading the BPO Revolution in the agentic world

Relying on deep business expertise developed over decades alongside its clients, Tessi aims to leverage of agentic technology to bring customer journeys to a higher level of value creation and efficiency.

Thibaud Simphal, Member of the Supervisory Board: *"I am convinced of the potential of AI and agentic technology for BPO specialists like Tessi. As Julien Bek of Sequoia recently wrote, 'Services is the new software.' I am delighted to help Tessi succeed in this revolution."*

About the Tessi Group

Tessi is an international leader in Business Process Outsourcing, operating in a world driven by AI and agentic technology. The Group supports companies and public institutions in transforming their business processes. Its expertise and sovereign technological platforms, including AI, enhance operational reliability and accelerate client performance. Operating in over 14 countries, Tessi employs 14,200 people and generated turnover of €545 million in 2025.

For more information, visit tessi.eu

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