

TESSI APPOINTS PAUL SICSIC AS CHIEF PRODUCT OFFICER TO ACCELERATE ITS PRODUCT STRATEGY

Tessi, BPO specialist in an agentic world, announces the appointment of Paul Sicsic as Chief Product Officer. He also joins the Group's Executive Committee.

Reporting directly to Alain de Lambilly, CEO of Tessi, Paul Sicsic will be responsible for defining and driving the Group's product strategy, transforming Tessi's business and technological expertise into differentiated offerings, in particular through the new capabilities enabled by agentic artificial intelligence.

The creation of this role marks a new stage in Tessi's technological roadmap, following the appointment of Yvan Saule as Group Chief Technology Officer.

It reflects the Group's commitment to strengthen the management of its offerings, accelerate their development and make product innovation a key driver of differentiation and growth. In a context where agentic AI is transforming the execution, management, and optimization of business processes, Tessi aims to leverage its longstanding BPO expertise to develop increasingly high-performing solutions tailored to the real-world needs of its clients.

Recognized Expertise in the Design and Industrialization of Technological Solutions

A graduate of École Polytechnique and ENSTA, and holding a PhD in mechanics, Paul Sicsic has over fifteen years of experience in developing innovative technological solutions and transforming organizations operating in complex and highly regulated environments.

He has held several product management positions within leading technology companies. At Shift Technology, he contributed to the development of artificial intelligence solutions for the insurance sector. He then joined CompuGroup Medical, where he led international operations in the field of digital health.

His career has enabled him to develop recognised expertise in defining product strategies, leading large-scale transformations, uniting multidisciplinary teams and industrializing technological solutions.

A Strategic Role at the Heart of Tessi's Transformation

As Chief Product Officer, Paul Sicsic will be responsible for accelerating Tessi's product strategy and strengthening its consistency across the Group.

He will oversee the development of new offerings, the integration of technological innovations and the enhancement of Tessi's business expertise. In particular, he will ensure the integration of agentic AI capabilities when they can concretely improve process performance, service quality, and customer value.

This new role will also strengthen collaboration between product, technology, business and commercial teams, accelerating time-to-market while supporting sustainable and profitable growth.

Alain de Lambilly, Chief Executive Officer of Tessi, said: *"The technological transformation we are undertaking requires a clear product vision, rooted in the realities of the most demanding business processes. Agent-based AI is now opening new possibilities to improve process performance, governance and the value we deliver to our clients. By entrusting the CPO role to Paul Sicsic, we are equipping ourselves to turn our historical BPO expertise into a true competitive advantage, by developing intelligent, innovative solutions designed to address our clients' specific challenges."*

Paul Sicsic, Chief Product Officer at Tessi, said: *"Tessi has recognised BPO expertise and aims to reach new heights. In an agentic world, value will belong to those who can transform expertise in managing complex business processes into intelligent products designed around real customer needs. Turning this expertise into differentiated product offerings that solve our clients' challenges more effectively while driving profitable growth is what convinced me to join Tessi."*

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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