PRESS RELEASE

Nothelle joins Intelcia and opens a new chapter of international growth

Perpetua Holding and Twijnder B.V. sell 100% of their shares to the international CX and Tech group Intelcia – management team remains in place

November 19th, 2026 – Nothelle Group, one of Germany's leading contact centre service providers, today announces that it has joined **Intelcia**, the international group specialised in customer experience and technology services. This step results from the sale of **100% of the shares** held by **Perpetua Holding** and **Twijnder B.V.** to Intelcia.

Founded in 1997 and headquartered in Duisburg, Nothelle employs around 900 people across four sites in Germany – Duisburg, Mönchengladbach, Gladbeck and Krefeld – and two nearshore sites in Izmir, Turkey. The company delivers high-value German-language support and sales services to blue-chip clients in telecommunications, consumer electronics, insurance, energy and logistics.

A strong partner to scale Nothelle

In the summer of 2021, the founder Maurice Nothelle partnered with Perpetua Holding. Since then, the company has accelerated growth, professionalized its processes, opened new sites in Germany and Turkey and developed PATTY, its proprietary AI enablement layer that supports agents across training, quality and real-time assistance. Since the founder's succession in early 2026, Nothelle has been led by a new management team. By joining Intelcia, a founders-led and fully independent group with more than 40,000 collaborators, Nothelle gains a strong partner to scale this model.

Continuity for clients and employees

Nothelle's management team, led by **Daniel Degen**, Managing Director, and **Aziz Bouchra**, Member of the Management Board, remains in place. Nothelle will continue to operate from its headquarters in Duisburg, with the same teams and the same contacts for its clients. Within Intelcia, Nothelle will be part of the Germany and Turkey region led by Mohamed Slimani, Managing Director, CEO International Markets and Chief Sales & Development Officer, Intelcia.

New opportunities

- **For clients**: access to a wider range of languages and delivery options, and to Intelcia's combined expertise in customer experience and technology, from AI-powered CX solutions to cloud, data and cybersecurity.
- **For employees**: new opportunities for training, career development and international mobility within a group present on three continents.
- **For Nothelle**: the resources and reach of an international group to accelerate its growth, in Germany and beyond.

Daniel Degen, Managing Director of Nothelle Group, said:

"Joining Intelcia is a fantastic opportunity for Nothelle. We share the same conviction: human expertise, supported by intelligent technology, makes the difference in high-value customer interactions. With Intelcia at our side, we can scale what we have built, offer our clients a much broader range of capabilities and accelerate our growth, while staying true to who we are."

Aziz Bouchra, Member of the Management Board of Nothelle Group, added:

"Our people are the heart of Nothelle, and they are also the heart of Intelcia. What convinced us is a shared culture of care, proximity and ambition. For our colleagues, joining Intelcia means new opportunities to grow in an international group."

Karim Bernoussi, CEO of Intelcia, commented:

"Nothelle is exactly the kind of company we admire: ambitious, deeply human and recognised by the most demanding clients. We are proud and enthusiastic to welcome its teams into the Intelcia family. Together, we will write the next chapter of our growth in Europe, with the same values that unite us: We Dream, We Care, We Do."

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About Nothelle

Founded in 1997 and headquartered in Duisburg, Nothelle Group is one of Germany's leading independent contact centre service providers. Around 900 people work across four sites in Germany (Duisburg, Mönchengladbach, Gladbeck and Krefeld) and two nearshore sites in Izmir, Turkey, delivering high-value German-language support and sales services to blue-chip clients in telecommunications, consumer electronics, insurance, energy and logistics. Nothelle is known for its people-centric culture, its benchmark-leading sales performance and PATTY, its proprietary AI enablement layer for customer operations. Since November 2026, Nothelle is part of the Intelcia Group.

www.nothelle.de

About Intelcia

Intelcia is a global, human-centric and agile partner that delivers Trusted Intelligent Operations, combining human care and commitment, AI and innovation together with operational discipline to create measurable, lasting value for our clients.

With 40,000+ collaborators across 19 countries in Europe, Africa, and the Americas, Intelcia brings both CX expertise and Tech capability as one partner, calibrated to each client's business reality. By combining AI, human engagement and deep industry expertise, we design efficient, tailored solutions through two complementary business lines: Customer Experience (Intelcia CX) and IT Services (Intelcia Tech).

www.intelcia.com

About Perpetua:

Perpetua Holding invests in established medium-sized companies in Europe on a long-term basis. The Berlin based holding invests the capital of international investors with an entrepreneurial background. Annually, up to 100 million euros are available for investments in a growing portfolio of companies. Perpetua follows professional management practices, applying appropriate financing structures that enable companies to implement their success strategies.

www.perpetua-holding.com

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