



## West Corporation Announces Executive Team Changes

August 28, 2018

OMAHA, Neb., Aug. 28, 2018 (GLOBE NEWSWIRE) -- [West Corporation](#) ("West" or the "Company"), a global leader in technology-enabled services, today announced changes to its executive management team.

Stephen Cadden has joined the Company as Chief Operating Officer ("COO"), with responsibility for West's client engagement. The addition of this position reflects the Company's commitment to operational excellence and best-in-class service. Mr. Cadden reports to West's Chief Executive Officer, John Shlonsky.

"Steve is a welcome addition to the West executive leadership team. We are excited to add his depth of experience in both operations and sales support along with his history of enhancing client relationships," said Mr. Shlonsky. "He will drive innovation throughout the Company, given his unique ability to develop highly agile, engaged and innovative teams."

Mr. Cadden's experience includes 20+ years identifying and implementing key technologies and processes that maximize business performance, enhance cross-sales and improve operational efficiencies. Most recently, he served as EVP & COO for TSYS's Merchant Services division, leading the successful integration of TransFirst and TSYS after TSYS's purchase of TransFirst in 2016. Prior to that, Mr. Cadden held the role of COO and President of TransFirst, where he was instrumental in transforming the company into a leading direct-sales organization, and Vice President and Chief Operating Officer of Sales for First Data Merchant Service's Revenue Sharing Alliance organization. A talented business entrepreneur, Mr. Cadden also owned and operated a successful, multi-location retail business, which he sold in 1999.

In conjunction with Mr. Cadden's arrival, Rob Wechsler, the Company's President, will move to a more focused role as Chief Strategy Officer, continuing to report to Mr. Shlonsky. Under Mr. Wechsler's leadership, West has made significant progress on its transformational initiatives, outpacing its own expectations. "I am happy with the progress West has made in our transformational efforts," said Mr. Wechsler. "We have great functional talent that can carry these efforts forward, providing me the opportunity to focus entirely on the future of the Company," Wechsler continued.

"Rob has been instrumental in West's progress. He has set the direction and led the work of many across the organization to significantly advance the Company's transformational agenda," said Mr. Shlonsky. "The baton can now pass to our skilled functional leaders to seamlessly continue executing our plans, freeing Rob to focus his attention on leading West strategy." Shlonsky continued: "Given the dynamic nature of the marketplace, Rob's forward thinking is critical in shaping the Company's strategy - where he has already laid the necessary and strong foundation."

John Shlonsky will assume the title of President in addition to his current role as Chief Executive Officer.

### About West Corporation:

West Corporation is a leading technology enablement company that connects people around the world, making companies more efficient and improving lives. West helps its clients more effectively communicate, collaborate and connect with their audiences through a diverse portfolio of innovative solutions.

For over 30 years, West has provided reliable, high-quality voice and data services. West has sales and/or operations in the United States, Canada, Europe, the Middle East, Asia Pacific, Latin America and South America. West is controlled by affiliates of certain funds managed by Apollo Global Management, LLC (NYSE: APO). For more information, please call 1-800-841-9000 or visit [www.west.com](http://www.west.com).

### Forward-Looking Statements:

This press release contains forward-looking statements, within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements can be generally identified by the use of words such as "may," "should," "expects," "plans," "anticipates," "believes," "estimates," "predicts," "intends," "continue" or similar terminology. These statements reflect only West's current expectations and are not guarantees of future performance or results. These statements are subject to various risks and uncertainties that could cause actual results to differ materially from those contained in the forward-looking statements. These risks and uncertainties include, but are not limited to, competition in West's highly competitive markets; increases in the cost of voice and data services or significant interruptions in these services; West's ability to keep pace with its clients' needs for rapid technological change and systems availability; the continued deployment and adoption of emerging technologies; the loss, financial difficulties or bankruptcy of any key clients; security and privacy breaches of the systems West uses to protect personal data; the effects of global economic trends on the businesses of West's clients; the non-exclusive nature of West's client contracts and the absence of revenue commitments; the cost of pending and future litigation; the cost of defending against intellectual property infringement claims; the effects of extensive regulation affecting many of West's businesses; West's ability to protect its proprietary information or technology; service interruptions to West's data and operation centers; West's ability to retain key personnel and attract a sufficient number of qualified employees; increases in labor costs and turnover rates; the political, economic and other conditions in the countries where West operates; changes in foreign exchange rates; West's ability to complete future acquisitions, integrate or achieve the objectives of its recent and future acquisitions; and future impairments of its substantial goodwill, intangible assets, or other long-lived assets. In addition, West is subject to risks related to its level of indebtedness. Such risks include West's ability to generate sufficient cash to service its indebtedness and fund its other liquidity needs; West's ability to comply with covenants contained in its debt instruments; West's ability to obtain additional financing; the incurrence of significant additional indebtedness by West and its subsidiaries; and the ability of West's lenders to fulfill their lending commitments. West is also subject to other risk factors described in documents filed by West with the United States Securities and Exchange

Commission and in its offering memorandum for its unsecured notes.

These forward-looking statements speak only as of the date on which the statements were made. West undertakes no obligation to update or revise publicly any forward-looking statements, whether as a result of new information, future events or otherwise, except to the extent required by applicable law.

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