



Globecast announces Jacques Rivals as Chief Quality and Change Officer to further enhance the customer experience

Paris, 8th January 2018 — Globecast, the global solutions provider for media, announces Jacques Rivals as Chief Quality and Change Officer, effective immediately. In his new position, Rivals will work closely with the marketing, operations and sales teams in all regions on the quality control of Globecast's solutions. He will build and support transformation programs as part of Globecast's overall quality management strategy, helping to drive an enhanced customer experience.

Rivals joined the Orange Group, Globecast's parent company, in 1986. Since then he's worked in regional operations, marketing, and B2C sales strategy and governance for Orange France. Since 2011, Rivals has been in charge of sales performance support for Orange's European Subsidiaries and has contributed to the design and launch of the Orange Group Customer Experience Program.

Philippe Bernard, CEO at Globecast commented, "A key focus for us is to continue to improve the experience that we provide for our customers. That is central to what we offer as a company. Jacques has tremendous experience in developing and delivering customer experience programs and understands precisely what's required. We have no doubt that he will flourish in his new role."

Rivals is based in Paris and reports directly to CEO Philippe Bernard. Rivals also sits on the Globecast Executive Committee.

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About Globecast

Globecast helps customers to manage content and to deliver it wherever, however and

whenever required. The company provides agile and seamless content acquisition, management and distribution services globally, constantly innovating and investing in new technologies to create customer-centric new services. Globecast has created the number one global hybrid fiber and satellite network for video contribution and distribution. It delivers any type of video service including: TV Everywhere OTT, satellite, cable, video-on-demand and CDN delivery using cloud-enabled media solutions. It supplies Content Acquisition, Aggregation and Distribution (CAAD) services to over 110 networks.

Press contacts:

Bazeli Mbo

bazeli.mbo@globecast.com

Tel: +33 1 5595 2604

Joss Armitage

Jump

joss@jumppr.tv

Tel: +44 (0)7979 908 547