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# CTT strengthens its presence in the Spanish outsourcing market with the creation of Newspring Iberia.

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CTT â€“ Correios de Portugal is strengthening its presence in the Spanish outsourcing market with the creation of Newspring Iberia, marking a new step in the CTT group's expansion strategy in the Iberian market.

NewSpring Iberia, a subsidiary of Newspring Services, is an outsourcing company focused on providing Contact Center and Business Process Outsourcing (BPO) services and aims to implement CTT's knowledge and experience in this business area in Spain. Its creation fits into CTT's strategy of being the preferred partner for companies in various geographies, reinforcing the Group's presence in international markets.

“NewSpring Iberia consolidates our outsourcing activity in the Iberian Peninsula. We are starting from an already tested operation, supported by experienced teams and concrete results, with the objective of progressively expanding the client base and establishing NewSpring as a leading partner in the Iberian market,” says Jorge Fróis, CEO of Newspring Services.

The operation, at this stage, involves a multilingual team supporting large companies, with service provided in Spanish, English, and Mandarin.

Newspring Services has been part of the CTT group since 2021, responsible for providing back-office technical services, consulting, support, and logistical support for consulting, technological, and document processing and production activities, as well as housing credit operations; providing services to companies in the area of new technologies; and providing technical and commercial support services.

The company won six trophies at the APCC Best Awards 2025, an event that celebrates the operations that have stood out for the implementation of good organizational practices. The CTT Empresas and CTT Particulares lines were awarded "Gold" and "Silver" trophies, respectively, in the "Logistics and Distribution" category. The company also won four more trophies: "Gold" and "Bronze" in the Insurance category, "Silver" in Health, and "Bronze" in the Best Contact Center >100 employees category.

Source: CTT Portugal Post



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