



## PRESS RELEASE

# Teleperformance named top global contact center Outsourcing leader by Everest group

Global Industry Research Firm Recognizes Teleperformance as a 'Star Performer' and 'Leader' in the Market for the Second Year in a Row

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**PARIS, SEPTEMBER 9, 2014** – Teleperformance, the global leader in outsourced multichannel customer experience management, today announced that the company was designated the top performing leader in Contact Center Outsourcing (CCO) delivery capability by Everest Group, a global consulting and research firm, for the second year in a row. Additionally, Teleperformance was recognized as a 'Star Performer' based on its relative year-on-year movement on the Everest Group PEAK Matrix™ and a top-quartile 'Leader' based on its market success, broad client base and breadth and complexity of the scope of services the company provides. Additionally, it was the only CCO provider that received high scores across all of the assessment framework's delivery capability criteria.

As part of its annual PEAK (Performance, Experience, Ability, Knowledge) Matrix™ Assessment, Everest Group measured the scale, scope, technology and delivery footprint of more than 20 of the biggest global contract center providers based on more than 1,000 CCO contracts through December 2013. The results were published in Everest Group's report, "Contact Center Outsourcing (CCO) Service Provider – Landscape with PEAK Matrix™ Assessment 2014."

*"Teleperformance is honored to be named the clear market Leader and the top performing global CCO by Everest Group in such a detailed and influential report for the second year in a row," said Paulo César Salles Vasques, CEO, Teleperformance. "Our worldwide team sets the highest standards for excellent customer service solutions that meet and exceed our clients' complex needs, and the PEAK Matrix Assessment findings demonstrate that we excel in our capability to deliver across all criteria and provide more value for clients."*

*"Teleperformance continues to be a top performing CCO among a number of large players in the industry," said Katrina Menzigian, Vice President, Research, Everest Group. "We continue to see Teleperformance drive steady growth through its strategic leadership and vision, strong presence around the world and the industry-specific solutions it brings to buyers that make it a standout in such a highly competitive market."*

The report divided providers into three categories including Leaders, Major Contenders and Emerging Players and classified top quartile performers across each PEAK Matrix dimension, demonstrating the following differences in strategy and operational capability:

- Market success: Leaders posted a higher Year-on-Year growth (8%) than Major Contenders (5%) or the CCO market (7%) and earned 10-25% higher revenue than peers
- Scale: The FTE headcount of the leaders was three to 15 times larger than that of other service providers



- Scope: Leaders have built considerably greater capabilities in the high-growth CCO markets such as emerging geographies (APAC, Middle East and Africa, and Latin America), non-English languages (such as Hindi, Spanish and Portuguese), and value-added services (such as channel management and customer analytics)
- Technology capability: Leaders focused primarily on proprietary tools, while other players used a mix of proprietary and third-party technologies
- Delivery footprint: While leaders typically operated with a balanced delivery model, the majority of other players employed an offshore-centric delivery model
- Buyer satisfaction: Leaders were at par with peers on overall satisfaction, but lagged behind on parameters such as relationship management and innovation

According to the new report, the third-party contact center spend grew steadily at approximately 7% in 2013 to reach US \$70-75 billion. The assessment revealed notably that growth trends in the highly fragmented and competitive market have increased instances of mergers and acquisitions, indicating an overall shift towards consolidation. The report also confirmed new trends in buyers evaluating service providers holistically and looking for value beyond labor arbitrage. To meet these industry-specific needs, service providers are increasingly focused on creating value-added solutions including social media channels and customer analytics to help drive better customer experience management.

An extract of the report and rankings grid may be found at: <http://www.teleperformance.com/en-us/spotlight/press-releases>.

## ABOUT TELEPERFORMANCE GROUP

Teleperformance, the worldwide leader in outsourced multichannel customer experience management, serves companies around the world with customer care, technical support, customer acquisition and debt collection programs. In 2013, it reported consolidated revenue of €2,433 million (\$3,236 million, based on €1 = \$1.33).

The Group operates around 135,000 computerized workstations, with more than 175,000 employees across around 270 contact centers in 62 countries and serving more than 150 markets. It manages programs in 63 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small. Symbol: RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

For further information, please visit the Teleperformance website at [www.teleperformance.com](http://www.teleperformance.com).

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