



PRESS RELEASE

## Teleperformance

### Teleperformance Recognized as a Leader in the Magic Quadrant for Customer Management Contact Center BPO, Worldwide

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**PARIS—FEBRUARY 6, 2012--Teleperformance**, the largest global provider of customer experience management outsourced services, announced today it has been recognized as a leader by Gartner, Inc., in the 2011 Magic Quadrant: Customer Management (CM) Contact Center BPO, Worldwide services released by TJ Singh and Johan Jacobs on December 19, 2011.

The Magic Quadrant graphic and complete report is provided by courtesy of Teleperformance under authorized Gartner license and may be accessed through this link: [www.gartner.com/reprints?id=1-18H815N&ct=111230&st=sg](http://www.gartner.com/reprints?id=1-18H815N&ct=111230&st=sg)

**Daniel Julien, Chairman and CEO of Teleperformance** commented, *“We are humbled by the amount of industry recognition we receive and we thank Gartner for recognizing Teleperformance as a leader in this report. I would encourage viewers of this announcement to see the full findings of the report on the link provided as we would prefer to have the research speak for itself. I thank all of our Teleperformance people everywhere because your performance and commitment is what makes us the largest and most successful provider for our clients all over the world - we are proud of all of you and we thank our clients for your great trust and faith in us.”*

Gartner, a world renowned independent industry analyst firm, assessed 16 globally recognized companies including Teleperformance, using 15 evaluation criteria to measure each provider’s ability to execute and completeness of vision. The study description is summarized as follows: Gartner’s 2011 Magic Quadrant for customer management contact center business process outsourcing services evaluates a vibrant provider landscape that is fast-changing due to evolving market conditions, customer needs and technology, in a volatile global economy.

According to Gartner, Leaders demonstrate market-defining vision and the ability to execute against that vision through CM contact center BPO services, a superior market share (among the top 10 providers in regions where they compete), and solid references for CM contact center BPO service, worldwide, including a cross section of vertical industries. Leaders also have superior investments in innovative CM contact center BPO service offerings, business/pricing models and service delivery models. They have a superior understanding of client needs and of current market conditions, and they are actively building competencies to sustain their leadership position in the CM contact center BPO market across multiple regions, worldwide. The CM contact center BPO service providers in this quadrant generally also have strong global and regional service delivery



operations and deep technology to leverage, and they deliver above-average customer experience.

## ABOUT TELEPERFORMANCE

**Teleperformance** (NYSE Euronext Paris: FR 0000051807), **the world's leading provider of outsourced CRM and contact center services**, serves companies around the world with customer acquisition, customer care, technical support and debt collection programs. In 2010, it reported consolidated revenue of €2,058 million (US\$2,738 million based on €1 = US\$1.33).

The Group operates about 83,000 computerized workstations, with more than 128,000 full-time equivalent employees across 263 contact centers in 50 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

[www.teleperformance.com](http://www.teleperformance.com)

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## ABOUT THE MAGIC QUADRANT

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