

## Press Release

# Teleperformance Recognized as a Leader in the 2012 Magic Quadrant for Customer Management Contact Center BPO, Worldwide

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**PARIS, FEBRUARY 14, 2013** – Teleperformance, the largest global provider of customer experience management outsourced services, announced today it has been recognized as a leader by Gartner, Inc. a world renowned independent industry analyst firm, in its 2012 Magic Quadrant report on Customer Management (CM) Contact Center BPO, Worldwide services - released recently by TJ Singh and Johan Jacobs.

The Magic Quadrant graphic and complete report is provided by courtesy of Teleperformance under authorized Gartner license and may be accessed through this link :

<http://www.gartner.com/technology/reprints.do?id=1-1DJVR1B&ct=130110&st=sg%2520>.

**Daniel Julien, Chairman and CEO of Teleperformance, commented:** *“As the global industry leader, we remain both proud and sincerely humbled by the frequent recognition we receive based directly on tangible performance. This recognition reflects the quality of work we do and the results we achieve for our clients including the largest enterprises in all major industries who count on us around the world. We thank Gartner for again recognizing Teleperformance as a leader in this important research and I would encourage everyone to read the full report. Finally, I thank all of our great Teleperformance people everywhere - your performance and commitment is what makes us not just the biggest global partner in our field, but the very best partner for the most successful brands on the planet.”*

## ABOUT THE MAGIC QUADRANT

Gartner, a world renowned independent industry analyst firm, assessed 18 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 Magic Quadrant for CM contact center business process outsourcing services evaluates a vibrant provider landscape. Sourcing managers need to know that the providers are fast changing due to evolving technology and customer needs in an uncertain economic climate.

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 services, 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. The CM contact center BPO service providers in this Leaders quadrant generally also have strong global and regional service delivery operations and deep technology to leverage, and they deliver above-average customer experience.



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## **ABOUT TELEPERFORMANCE**

Teleperformance, 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 2011, it reported consolidated revenue of €2,126 million (\$2,955 million, based on €1 = \$1.39).

The Group operates about 98,000 computerized workstations, with more than 130,000 full-time equivalent employees across 250 contact centers in 49 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the NYSE 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

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

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