



## PRESS RELEASE

# Teleperformance Wins Best Partner Award for Google Operations

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**PARIS, JUNE 13<sup>h</sup>, 2013** – Teleperformance, the global leader in outsourced multichannel customer experience management, announced today it recently won the prestigious Netherlands National Contact Center Association (NCCA), Best Partner Award for its work with Google for small and medium business customers. To support Google's goal of providing excellent service, Teleperformance provides AdWords advice to Google customers in the Netherlands to ensure their campaigns are optimized.

**Tamar van de Paal, Country Marketing Manager, Benelux, Google**, commented: *"The whole Google team congratulates Teleperformance for winning the NCCA Best Partner Award based on their work with us. Together, we have developed a strong and successful partnership. Our teams work seamlessly and effectively which has created a very strong and growing relationship over the years."*

**Norbert van Liemt, CEO Benelux and Regional Director Eastern Europe, Teleperformance**, added: *"We are extremely proud of our partnership with Google and for the great work our personal advisors do on behalf of Google's business customers. We also thank the independent NCCA selection panel for recognizing the exceptional team Google and Teleperformance have built to provide the very best support possible for Google's customers."*

**Paulo César Salles Vasques, Chief Executive Officer, Teleperformance Group**, said: *"We have won many accolades and awards everywhere in the world but this type of award is most gratifying because it recognizes the outstanding excellence that can be achieved when two world class organizations come together and form a true partnership. We thank Google for their business, but, even more importantly, for putting their trust in us to be a real partner with them. Teleperformance is committed to make this collaboration even stronger in the future."*

## ABOUT TELEPERFORMANCE

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 2012, it reported consolidated revenue of €2,347 million (\$3,028 million, based on €1 = \$1.29).

The Group operates about more than 100,000 computerized workstations, with 138,000 employees across more than 270 contact centers in 46 countries serving 78 markets. 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, Eurolist-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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