



## PRESS RELEASE

# Everest Group names Teleperformance a Global Leader in Contact Center Outsourcing Delivery

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**PARIS, FEBRUARY 13, 2014** – Teleperformance, the global leader in outsourced multichannel customer experience management, announced today that the company has been selected as a leader in Contact Center Outsourcing (CCO) delivery capability by Everest Group, a global consulting and research firm. The delivery capability assessment by the firm measured the scale, scope, technology, and delivery footprint Teleperformance provides in comparison to other CCO providers.

Everest Group's Research Institute published the results of its market report "CCO Service Provider Landscape with Peak Matrix Assessment 2013" that analyzed the relative success and overall capability of 20+ CCO service providers varying across geographies and industries. The providers were classified on the Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix and divided into three categories of Leaders, Major Contenders and Emerging Players.

The report indicates that in comparison to more than 20 CCO providers, top quartile performers across each PEAK Matrix dimension demonstrated the following differences in strategy and operational capability:

- Market success: over three times higher revenue and realized 25% higher annualized contract value (ACV) per employee (FTE) compared to others
- Scale: Over three times the FTE scale of other service providers, allowing them to target a broader and larger client base compared to others
- Scope: 30-50% more breadth and two to three times more complexity in the scope of services delivered
- Technology capability: Two to three times the number of proprietary technology solutions than others
- Delivery footprint: FTEs evenly spread across high- and low- cost locations; majority of other providers have a low-cost centric delivery

*"Teleperformance has strategically positioned its business to assume a leadership role from multiple perspectives, including a large coverage of countries around the world and strong presence in all key vertical industries. It's my sense that Teleperformance will continue to build on this platform in order to serve as a compelling business partner for its clients", stated Katrina Menzigan, Vice President, Research, Everest Group*

*"This comprehensive and completely independent study by Everest Group highlights the efforts we have made to ensure we have the scale, scope and technological capability to give our people everything they need to deliver an outstanding customer experience," said Paulo César Salles Vasques, Worldwide Chief Executive Officer of Teleperformance Group. "As the global leader in the industry, I believe we need to continuously set the highest standards for both ourselves and the other industry providers. We are proud and excited to have received this designation as it reflects well on our management of our business, our continued industry leadership and on the success of our people."*

According to Everest Group, the third-party contact center spend has grown steadily at 7-8% in 2012 to reach US \$65-70 billion. The assessment discovered trends among emerging service providers, including mergers and acquisitions focused on plugging capability gaps, expanding delivery footprint, and scale enhancement. Other



trends analysts found ranged across increased focus on customer analytics, the emergence of social media channels, focus on skill development and training, and a shift towards balanced shoring.

An extract of the report and rankings grid may be found at: <http://www.teleperformance.com/en-us/people-company/awards-and-recognition>.

## ABOUT EVEREST

Everest Group is a global consulting and research firm that comprehensively serves the outsourcing and offshoring market. An industry leader since creating the sourcing consultancy practice in 1991, Everest has earned a worldwide reputation for ongoing innovation by helping clients capture optimum value through sourcing strategies and implementation. Everest provides information, insight, and advice to help buyers, suppliers, and enablers of services effectively navigate all stages of the sourcing lifecycle. Committed to thought leadership, Everest is noted for its fact-based analyses and insights on the outsourcing and offshoring marketplace.

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

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

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

The Group operates more than 100,000 computerized workstations, with 138,000 employees in 46 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

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