



## Press Release

# Teleperformance Announces Expansion of Global Footprint to Georgetown, Guyana

**PARIS, JANUARY 27, 2015** – Teleperformance, the global leader in outsourced multichannel customer experience management, announced today it will open a customer care facility in Georgetown, Guyana later this quarter. Teleperformance's new multichannel contact center will enhance its existing industry leading nearshore capabilities in providing high-quality customer care, sales, and technical support solutions to North American clients in English.

The custom-built, state-of-the-art campus will be located in the heart of downtown, near Georgetown's historic district and commercial center. When fully operational, the facility is expected to staff more than 1,500 people. Teleperformance's expansion to Guyana boosts its already unmatched global delivery operating worldwide footprint serving over 150 world markets. This expansion also demonstrates sustained and robust demand among its clients for nearshore contact center support for U.S.-based consumers.

*"The Caribbean is a key part of the growing nearshore trend to support customers in North America," said Jeff Balagna, CEO, EWAP. "With English as the official language of the country, Guyana offers an educated workforce, strong infrastructure and a stable overall environment. We are pleased to expand our operations into Georgetown, Guyana not to just build a facility, but also to build a great long-lasting relationship with the local community. We are not just making an investment in capital, we are also investing in the people of Guyana. Teleperformance also thanks the entire Guyanese Government at both the national and local levels for their great support in making this possible."*

**Paulo César Salles Vasques, CEO, Teleperformance Group stated:** *"Teleperformance is continuing to make strategic moves in delivery locations and specific markets to optimize results for our clients and shareholders. We have consistently maintained a significant overall global industry lead based on our footprint, financials, scale, management, research and innovation capabilities. Our move to Guyana specifically supports our rapidly emerging US market leadership position by adding another high quality delivery option for our clients who have diverse needs and who want location choices for US services delivery. Teleperformance is really excited to welcome our new Guyana team to our family and we remain humbled to be the clear worldwide number one player in our field thanks directly to client partner selection decisions. We remain totally committed to delivering superb value, results excellence and complete, innovative solutions for our clients everywhere in the world and from anywhere we serve them."*

## 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 more information:

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

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## CONTACTS

### INVESTOR RELATIONS

QUY NGUYEN-NGOC

Tel: +33 1 53 83 59 87

[quy.nguyen@teleperformance.com](mailto:quy.nguyen@teleperformance.com)

### PRESS RELATIONS

MARK PFEIFFER

Tel: + 1 801-257-5811

[mark.pfeiffer@teleperformance.com](mailto:mark.pfeiffer@teleperformance.com)