

## PRESS RELEASE

# Teleperformance Scores Highest Rating as a Leader in Everest Group's Healthcare CX Management Assessment in North America in 2022

*Teleperformance attains the Top Position due to its Robust Scale of Operations, End-to-end Process across the Healthcare Value Chain, Care Coordination, Delivery Network and Patient Analytics*

**Paris, December 15, 2022** – Teleperformance, the global leader in outsourced customer and citizen experience management and related digital services, reached the summit with the highest rating as a Leader in Everest Group's *Healthcare Customer Experience Management (CXM) Service Provider in North America PEAK Matrix® Assessment* for 2022. The company ranks as a front-runner to support Healthcare Industry clients in end-to-end operations across the CXM provider spectrum.

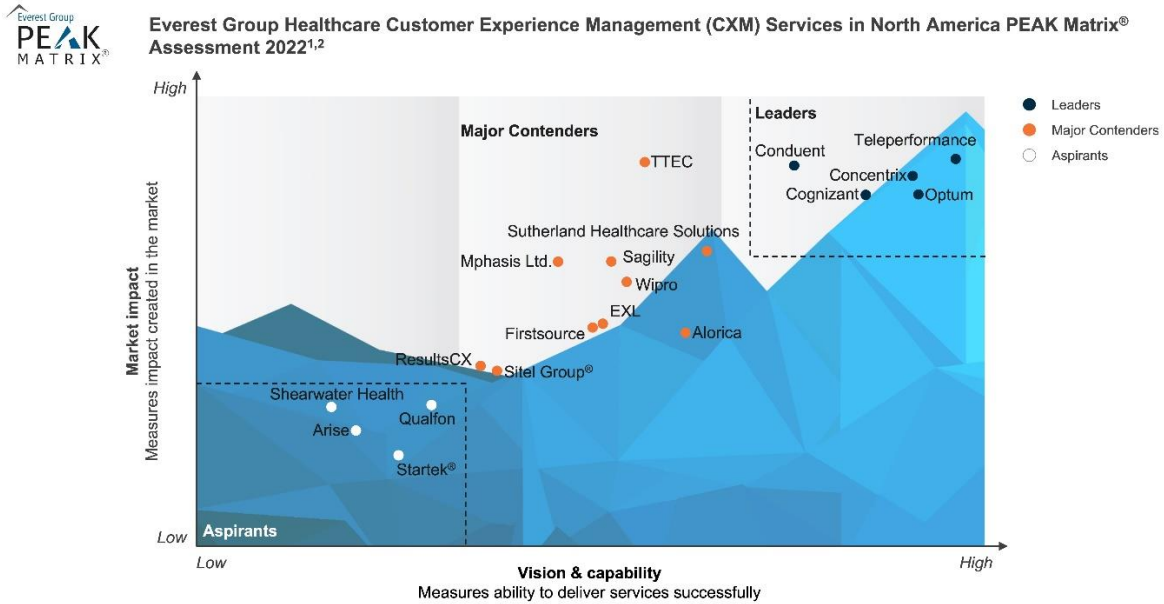
The study evaluated multiple criteria, including key CXM investments. Besides a robust partnership ecosystem, Everest Group noted Teleperformance investments in proprietary tools such as TP Interact for advanced analytics, TP Chat Bot, and TP Gamification for employee engagement, as well as innovative piloting of crypto solutions. Client portfolio was another competitive study aspect assessed by Everest Group, noting Teleperformance has a list of renowned Healthcare clients and successful business cases proving its expertise, scope and scale across the landscape.

*"Teleperformance has emerged as a Leader in Everest Group's Healthcare Customer Experience Management (CXM) in North America PEAK Matrix® Assessment in 2022. This is due to its robust scale of operations, end-to-end process coverage across the healthcare payer and provider value chains, a strong suite of proprietary solutions and a competent capability network across onshore and offshore locations," said Ankur Verma, Practice Director, Everest Group. "It offers adept CX advisory services, innovative cloud-shoring solutions, and strong omnichannel proposition, making it a popular choice for healthcare enterprises seeking digital CXM services."*

Among other Teleperformance's strengths highlighted in the North America market study is the company's leading position as a CXM provider capable of offering value-added services to its clients. This includes leveraging its network of over 24,000 professionals and 25 delivery centers in the US and serving clients in both English and Spanish among other languages. Everest Group also identified the Health Advocate acquisition as a critical expansion of capabilities and expertise in serving Fortune 500 healthcare clients. In the provider space, the research firm also highlighted that non-voice channels of communication exhibiting digital-first solutions, such as e-mail and chat, support a significant portion of the company's portfolio.

*"We are pleased to receive this newly published, independent competitive assessment from Everest Group regarding our North American Healthcare industry position. With the increasing focus of the healthcare market on member and patient experience in the US post-pandemic phase, Teleperformance has evolved to provide even more strategic and transformative long-term services and solutions to support the growing need for a better-quality end user experience. Achieving the highest score in the*

Leaders category confirms we are well positioned and on the right track to best support our clients' accelerating needs and transformation journeys", said Teleperformance Chairman and Chief Executive Officer, Daniel Julien.



<sup>1</sup> Assessments for Alorica, Arise, Qualfon, Sitel Group®, and Startek® exclude provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with buyers  
<sup>2</sup> During the assessment year January 2021 – December 2021, Sagility was HGS Healthcare. It was rebranded in 2022  
 Source: Everest Group (2022)

*This assessment has been licensed to Teleperformance*

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## ABOUT TELEPERFORMANCE GROUP

Teleperformance (TEP – ISIN: FR0000051807 – Reuters: TEPFR.PA - Bloomberg: TEP FP), the global leader in outsourced customer and citizen experience management and related digital services, serves as a strategic partner to the world's largest companies in many industries. It offers a One Office support services model including end-to-end digital solutions, which guarantee successful customer interaction and optimized business processes, anchored in a unique, comprehensive high touch, high tech approach. Nearly 420,000 employees, based in 88 countries, support billions of connections every year in over 265 languages and around 170 markets, in a shared commitment to excellence as part of the "Simpler, Faster, Safer" process. This mission is supported by the use of reliable, flexible, intelligent technological solutions and compliance with the industry's highest security and quality standards, based on Corporate Social Responsibility excellence. In 2021, Teleperformance reported consolidated revenue of €7,115 million (US\$8.4 billion, based on €1 = \$1.18) and net profit of €557 million.

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: CAC 40, STOXX 600, S&P Europe 350, MSCI Global Standard and Euronext Tech Leaders. In the area of corporate social responsibility, Teleperformance shares are included in the CAC 40 ESG since September 2022, the Euro next Vigeo Euro 120 index since 2015, the EURO STOXX 50 ESG index since 2020, the MSCI Europe ESG Leaders index since 2019, the FTSE4Good index since 2018 and the S&P Global 1200 ESG index since 2017.

For more information: [www.teleperformance.com](http://www.teleperformance.com) Follow us on Twitter: @teleperformance

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