



Frost & Sullivan Recognizes Teleperformance as 2009 North American Contact Center Outsourcing Company of the Year

MOUNTAIN VIEW, CALIF. - FEBRUARY 16, 2009 - Based on its recent comprehensive analysis of the contact center outsourcing market, Frost & Sullivan presents Teleperformance with the 2009 North American Frost & Sullivan Award for Company of the Year. The independent assessment specifically cited the company's North American market growth progression and Teleperformance's global industry leadership in revenues, financial strength, geographic operating footprint, information security, cross-industry expertise, exhaustive customer contact solutions portfolio, customer services leadership and industry global best practices.

Frost & Sullivan Strategic Analyst Michael DeSalles commented: "It is important to understand the magnitude of this award especially in the context of these volatile economic times. Our independent committee examined all of the major industry players and Teleperformance clearly emerged as not just the safe choice as a potential outsourcing partner, but as the best choice from every evaluative dimension possible. Teleperformance is superbly managed and has extremely high levels of client satisfaction not just in North America, but also around the world. In addition to the broadest and most flexible domestic, nearshore and offshore deployment models in the industry, Teleperformance is expanding work-at-home agent capabilities. They have a complete CRM lifecycle solution for acquisition, customer care and growth, technical support and accounts receivable management. Their financial strength, stability and decades of experience should not be underestimated in any case, but especially under these market conditions".

The Frost & Sullivan Company of the Year citation also recognized Teleperformance for winning a major Frost & Sullivan industry Award for an unprecedented fourth consecutive year. In 2008, Teleperformance became the first company in its industry to be recognized by Frost & Sullivan for industry innovation and advancement due to its information security practices and certifications. Teleperformance also holds an industry best 5A1 Dunn & Bradstreet rating.

"There are a multitude of reasons why Teleperformance has become the clear number one global contact center outsourcer and a real powerhouse here in North America. One reason that stands out is their intense, hands on, results-driven culture.....this can't be easily duplicated by the other major contenders. Teleperformance is an exceptionally stable \$2.5 billion publicly traded company and essentially debt-free. But the bottom line is they are absolutely relentless in achieving results for their clients," DeSalles added.

About Frost & Sullivan

Frost & Sullivan's Best Practices Awards recognize companies in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service, and strategic product development. Industry analysts compare market participants and measure performance through in-depth interviews, analysis, and extensive secondary research in order to identify best practices in the industry.

Frost & Sullivan, the Growth Partnership Company, enables clients to accelerate growth and achieve best in class positions in growth, innovation and leadership. The company's Growth Partnership Service provides the CEO and the CEO's Growth Team with disciplined research and best practice models to drive the generation, evaluation and implementation of powerful growth strategies. Frost & Sullivan leverages over 45 years of experience in partnering with Global 1000 companies, emerging businesses and the investment community from 31 offices on six continents. To join our Growth Partnership, please visit [.http://www.frost.com](http://www.frost.com)

Contact: Jake Wengroff 210.247.3806 jake.wengroff@frost.com

About Teleperformance

Teleperformance (NYSE Euronext Paris: FR 0000051807), the world's leading provider of outsourced CRM and contact center services, has been serving companies around the world rolling out customer acquisition, customer care, technical support and debt collection programs on their behalf. In 2008, the Teleperformance Group achieved EUR 1.784 billion revenues (US\$2.6 billion - average exchange rate at December 31, 2008: EUR 1 < > = US\$1.46).

The Group operates about 79,800 computerized workstations, with more than 88,000 employees (Full-Time Equivalents) across 248 contact centers in 46 countries and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries.

www.teleperformance.com

Contact: Mark Pfeiffer 801.257.5811 mpfeiffer@teleperformance.com