

PRESS RELEASE

Everest Group Recognizes Teleperformance as an Overall Global Leader in Contact Center Outsourcing

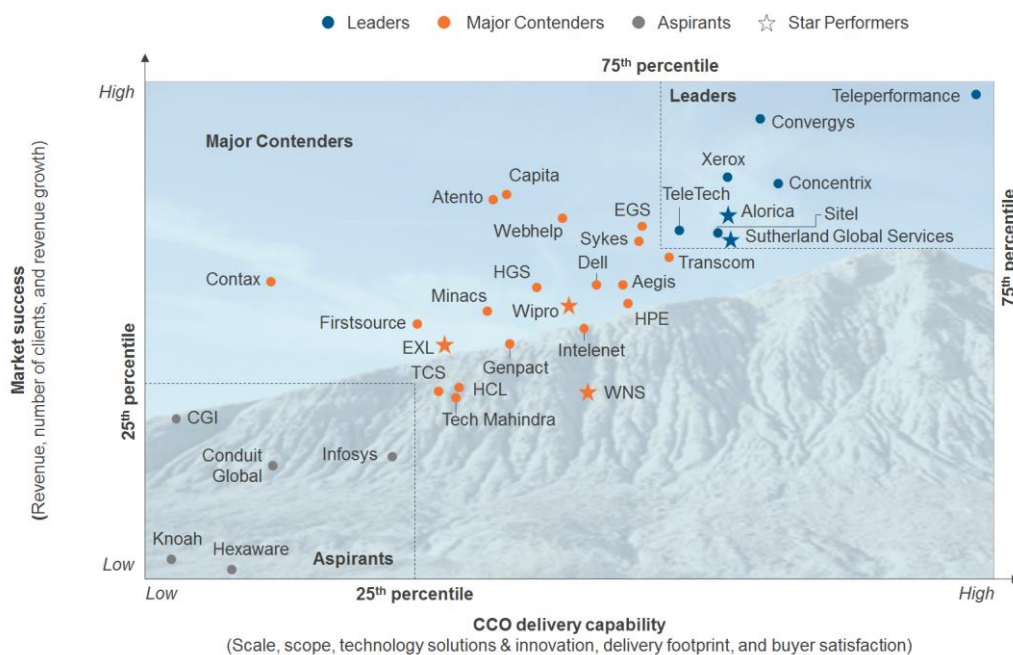
Teleperformance achieves high scores on the Everest Group PEAK Matrix™ amongst more than 30 Contact Center Outsourcing service providers



PARIS, JUNE 14, 2016 – Teleperformance, the worldwide leader in outsourced omnichannel customer experience management, today announced that its strong scores have positioned it as an overall global Leader on the new Everest Group PEAK Matrix™ for Contact Center Outsourcing (CCO). This marks the fourth consecutive year that Teleperformance has been recognized as a Leader and placed among the top group of CCO providers by this distinguished consulting and research firm. It also indicates Teleperformance continues to serve as the undisputed global benchmark for the industry.

The matrix (below) shows Teleperformance achieved the highest positioning of all companies evaluated, on both delivery capability and market success, the two axes of the PEAK Matrix for CCO. Teleperformance dominates the CCO market as the only service provider that is noted as a top player across six key industries and all major geographies. It was also the only company in the entire study to receive the highest scores possible in both buyer satisfaction and delivery footprint.

Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix for Analytics CCO



“Teleperformance has consistently positioned its business as a top leading CCO service provider in countries around the world and in many key vertical industries,” said Katrina Menzigian, Vice President, Research, Everest Group. “In this digital economy, clients of CCO service providers expect exceptional customer

experience that differentiates them in the market. Teleperformance continues to evolve to meet these demands and to distinguish itself as a preferred business partner for its clients and as an industry leader.”

*“We are very proud and humbled by this exceptional acknowledgement of our global differentiators. This comprehensive analysis by Everest Group independently quantifies Teleperformance’s results and what it really means to provide consistently outstanding service and value for clients,” said **Paulo César Salles Vasques, Worldwide Chief Executive Officer, Teleperformance Group.** “As the global leader in our market, Teleperformance has an ongoing responsibility to set a high bar for our entire industry through investments in our people strategy, analytics, innovation, security and omnichannel capabilities. This translates into sustained success for our clients, our people and all of our stakeholders.”*

Daniel Julien, Worldwide Chairman of the Board of Teleperformance added: *“We have worked very hard for many years to deliver seamless performance across the more than 160 world markets we serve for the best global brands in the world and the public sector. I am particularly gratified to see we were the only company to receive the highest score possible in both our unique global delivery footprint and buyer satisfaction in the study. This unbiased assessment indicates we are providing worldwide solutions and results consistency clients expect, need and deserve.”*

An extract from the 2016 Everest Group Contact Center Outsourcing (CCO) – Service Provider Landscape with PEAK Matrix™ Assessment 2016 can be found, [HERE](#).

ABOUT TELEPERFORMANCE GROUP

Teleperformance (RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP), the worldwide leader in outsourced omnichannel customer experience management, serves companies around the world with customer care, technical support, customer acquisition and debt collection programs. In 2015, it reported consolidated revenue of €3.4 billion (\$3.7 billion, based on €1 = \$1.11).

The Group operates 147,000 computerized workstations, with close to 190,000 employees across 311 contact centers in 65 countries and serving more than 160 markets. It manages programs in 75 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: STOXX 600, SBF 120, Next 150, CAC Mid 60 and CAC Support Services. They also have been included in the Euronext Vigeo Eurozone 120 index since December 2015, with regard of the Group’s performance in corporate social responsibility.

For more information: www.teleperformance.com

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