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Teleperformance in 2020 —

Teleperformance (TP) is a global leader in digitally integrated business services and an expert in customer interactions.

With over 40 years of experience in connecting brands with their customers, Teleperformance provides high value-added services to corporates and government agencies:

OUR SOLUTIONS

Customer Experience Services

- Customer Care
- Sales
- Technical Support
- Accounts Receivable
- Interpretation and Translation

Back-Office Services

- Content Moderation
- Finance and Accounting
- HR Services
- Industry-Specific Services
- Visa and Consular Services

Knowledge Services

- Consulting services and digital transformation
- Advanced Analytics
- Intelligent Automation

OUR CAPABILITIES

OMNICHANNEL

• Voice • Chat • Instant messaging • Social media

SMARTSHORING

• Nearshoring • Offshoring • Cloudshoring • Multilingual hubs

INDUSTRIES



Banking and Financial Services



Travel, Logistics, and Hospitality



Retail and E-commerce



Healthcare



Telecommunications, Media, and Technology



Public Sector and Government

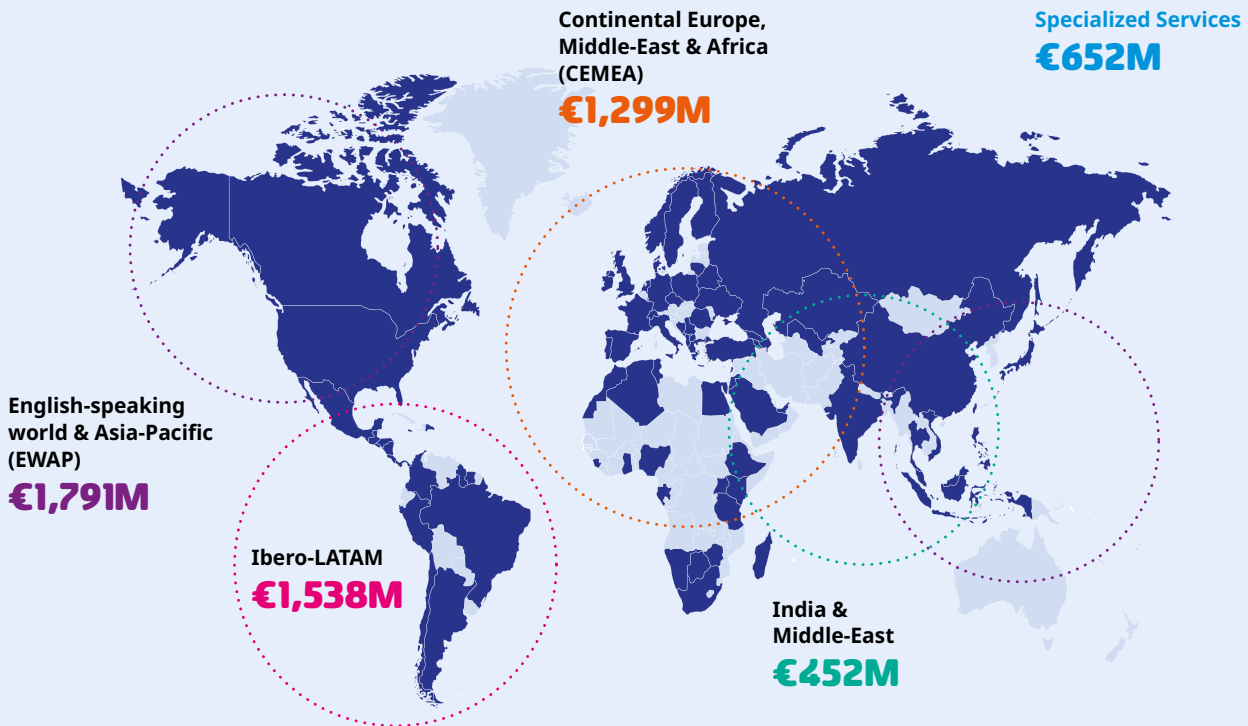
Know-how

Teleperformance is entrusted with billions of unique interactions worldwide.

Each interaction is an opportunity to rebuild trust, transform people's lives, and improve businesses, from startups to the world's biggest brands.

The Group combines human touch and high technology to deliver simpler, faster, safer customer interactions.

Global Leadership —



380,000+ people
265+ languages and dialects
83 countries
170+ markets served
€5.7B revenue

2020 HIGHLIGHTS



COVID-19

The Group fulfilled its 3 priorities to overcome the pandemic: employee protection, business continuity and financial strength.

HEALTH ADVOCATE

Health advocate acquisition, a leader in consumer health management business services in the United States.

ENTERED THE CAC 40

the primary index of the Paris Stock Exchange, in June 2020.

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countries certified by Great Place to Work® and Best Places to Work®

250,000+

employees working from home