



## Press Release

# Teleperformance Named a Leader in Gartner Magic Quadrant for Fourth Consecutive Year

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PARIS, MARCH, 4<sup>TH</sup>, 2014 – Teleperformance, the global leader in outsourced multichannel customer experience management today announced, for the fourth consecutive year, it has been recognized as a Leader by Gartner in the Magic Quadrant for Customer Management (CM) Contact Center BPO.

The 2013 Magic Quadrant graphic and complete report is provided by courtesy of Teleperformance under authorized Gartner license and may be accessed through this link: <http://www.gartner.com/reprints/teleperformance-fl?id=1-1Q2W5BS&ct=140129&st=sg>

In the Magic Quadrant, Gartner analysts evaluate CM contact center BPO service providers on the quality and efficacy of the processes, systems, methods or procedures that enable business performance to be competitive, efficient and effective, and to positively impact revenue, retention and reputation. Ultimately, BPO service providers are judged on their ability and success in capitalizing on their vision.

According to Gartner, “the worldwide CM contact center BPO market is forecast to grow steadily at a 5.2% compound annual growth rate (CAGR) from 2013 through 2018. By the end of 2018, Gartner estimates the CM contact center BPO industry will achieve a market size of \$42.4 billion.” The estimated growth rates and market size in this report are limited to a partial slice of the larger overall CRM BPO industry.

**Paulo César Salles Vasques, Worldwide CEO, Teleperformance Group, commented:** *“We are both pleased and humble that Teleperformance continues to be acknowledged as a Leader in the Magic Quadrant by the analysts at Gartner. To be recognized in this position for the fourth consecutive year by such a well-respected organization, we believe validates our position as the trusted industry pacesetter in worldwide customer experience management. Furthermore, we feel it’s great independent validation of our success in delivering excellent service and tangible results to our clients and partners around the globe. I also wish to congratulate our entire Teleperformance family for this achievement which directly reflects your great passion to consistently be the very best in our industry.”*



## ABOUT MAGIC QUADRANT REPORT

Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

## 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 110,000 computerized workstations, with close to 149,000 employees across around 230 contact centers in 46 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 NYSE Euronext Paris market, Eurolist-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 further information, please visit the Teleperformance website at [www.teleperformance.com](http://www.teleperformance.com).

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