

A Strategic Vision to Increase Loyalty and Value

Digital Integrated Business Services (D.I.B.S.)

powers innovation through digital transformation and automation. Pairing our experts in customer experience with our team of data scientists and specialists in Robotic Process Automation (RPA), D.I.B.S. delivers seamless, digital, and automated interactions, including integrated front and back-office solutions.

With over 40 years of experience in connecting brands with their customers, Teleperformance has become the most trusted provider of omnichannel customer solutions. Always adapting, we care about each customer experience. With a deep understanding of local markets and customer behavior, we deliver the right solutions and answers on every channel, anywhere, anytime. Above all, motivated by first contact resolution, we offer exceptional care to maximize customer satisfaction.

Using our knowledge of customer behavior through analytics,

we are able to provide meaningful information that can be used to enhance products and services and deliver real business results.

Security and data privacy are essential parts of our culture.

To protect our clients' security, we constantly adapt to new technologies, monitor risks and threats, and comply with international regulations on data privacy.

We implement operations through a wide range of integrated omnichannel solutions:

- Customer Service
- B2B, B2C, and Service-to-Sales
- Technical Support
- Back-office
- Content Moderation
- Web Channels
- Data Security
- Work-at-Home Solutions
- Accounts Receivable Management, etc.

Present in
80
countries

We serve
170+
markets

300K+
employees

We provide services in
265
languages
and dialects

Our knowledge, technology, and market expertise built through years of experience allow us to successfully provide flexible and unique solutions to meet your needs.

Contact us today to learn more about our high-tech, high-touch approach and how it can benefit your business.