

CREATING SIMPLER, FASTER, SAFER INTERACTIONS

Teleperformance, a global leader in providing outsourced Customer Experience Management and Digital Integrated Business Services, celebrates 20 years in India and continues to be the agile business services partner that companies need in this digital world.

**Diversity
+ Equity
Inclusion**

TP Teleperformance
each interaction matters



Committed to building a gender smart workforce and creating a workplace culture that values diversity, equality, and inclusion (DEI), Teleperformance offers equal opportunities for all, in all aspects and at all levels. With a highly skilled and multicultural team, their diversity is the source of strength that enables them to generate fresh ideas and perspectives.

It is the largest multicultural team within the group with over 75,000 interaction experts serving more than 200 clients from across 70 cities in India. While Teleperformance continues to be the world's leading provider of CX and Digital Integrated Business Services, India is its CoE for agile and proven Back-office & Transformation Solutions.

Teleperformance is eight times Great Place to Work® certified in India, also recognized as one of the Top 75 India's Best Workplaces in IT & IT-BPM, Top 50 Best Workplaces for Women, and India's Best Workplaces Mega Employer by GPTW® in 2021.

The company remains committed to being an agile partner of choice, offering fitting solutions with a strong financial background and robust data-security and compliance processes.

Stronger focus on DEI - Diversity, Equality, Inclusion

Teleperformance takes pride in being a people company that thrives on HTAP - Human, Technology, Analytics and Process Excellence.

The organisation flourishes on a culture that treats every individual equal and capable of realising their true potential. Teleperformance has walked the extra mile to include colleagues with special needs, people with disability, senior citizens, new moms, LGBT community, and people from all walks of life and corners of the world, irrespective of race, culture, location, age, gender and personal preferences.

Be it refurbishing space design, offering work-from-home opportunities or flexible work-timings, the company knows how to take care of its employees, what they call as the TP family.

We are currently at the age of transformation where digital technology continues to dominate a huge part of the business landscape. Businesses, regardless of industry, are equipping themselves with the right people, processes, and technologies to thrive in the increasingly competitive economy.

Teleperformance is one such success story where the company has demonstrated how combining technology with human empathy can create meaningful connections and deliver exceptional customer experience.

As the leading provider of Digital Integrated Business Services, Teleperformance has anticipated and

adapted to major changes in the global business services market, driven by more complex, more demanding, and more digital client needs in a fast-moving environment.

Celebrating 20 glorious years in India

This year marks the important milestone of 20 years of Teleperformance in India. Starting with 350 employees and a single site two decades ago, the company has grown exponentially in India.

Today, Teleperformance is at the forefront of innovation with a Digital Centre of Excellence (CoE) in India offering the industry's most comprehensive solutions that not only meet clients' expectations but also the impact and demands of globalisation.

Teleperformance in India, apart from being a Great Place to Work®, is also certified among 'Best Workplaces for Women' by GPTW, for the last two consecutive years.

The company is also recognised by 'Working Women and Avtar among 100 Best Companies for Women' in India, in 2020 and 2021, and awarded at the Future Woman Leader Awards 2022 in the 'Organization Supporting Women Leadership' category.

Employee wellbeing remains one of the key focus as the organisation believes in giving opportunities to its workforce to grow, learn, unlearn, upskill, and have a healthy work-life balance.

Digital-first approach to cater to Millennials and GenZ

Gen Z or millennials is not just a demographic, it's a mindset. As for everything in life, millennials are about the mindset that redefines MORE.

Responsible for driving the digital transformation that we witness today, millennials are smarter, have different expectations and are often ahead of the curve from their forerunners. This is one reason for companies like Teleperformance to think ahead and have a vision of the positive impact that the young population can have on business and the world at large.

With a digital-first approach, Teleperformance offers advanced, omnichannel CX solutions powered by Robotics, Artificial Intelligence and Analytics. It is one company that believes in cultivating the next generation of innovators and thought leaders.

Their entire management processes aid in avoiding redundancy and in delivering simpler, faster, safer, and more cost-effective interactions, to drive higher levels of employee and customer engagement.

Success Mantra – Combining 'High-Tech' with 'High-Touch'

Geared up to manage the ever-evolving customer expectations, Teleperformance deployed a hybrid working model that offers exceptional Customer Experience, Back-Office, and accelerated Digital Transformation Services.

The organisation ensures this by striking the right balance between harnessing the power of technology to assist their employees, who remain at the heart of each interaction.

Teleperformance leads innovation with Teleperformance Cloud Campus - an award-winning, effective virtual global workforce platform that delivers borderless customer experience services. In India, the company is expanding its portfolio of international and domestic clients through Cloud Campus Hubs located across Mohali, Gurgaon, Mumbai, Thane, Chennai, Kolkata, and Jaipur.

Teleperformance has also taken the next step with AR/VR and the Metaverse to drive higher levels of employee engagement, especially among those who work from home. They are testing out

“Teleperformance is leveraging Cloud and Applied Intelligence, and paving the way for technology to enhance Customer Interactions and offer zero-disruption services with a human touch. People-connect remains the core of our business.”

virtual technology to create immersive experiences and gather deep insights of consumer behaviour and digital environments. Additionally, they are also experimenting with Metaverse as a potential new channel to support Customer Service, Sales, Trust & Safety, and other LOBs.

With a 'High-Tech, High-Touch' approach, Teleperformance is undoubtedly a global leader in the industry. Beyond leading the technology curve, the organisation has invested in upskilling its employees to lead the talent curve, to offer distinguished services with a human touch.

20 years and looking ahead

The strategic vision for 2022 will be focused on delivering disruptive and highly innovative solutions in the new normal of digital transformation.

2022 will witness new digital territories being leveraged as part of Teleperformance's 'High-Tech' approach to create future value for all its client businesses, in sync with their people-oriented 'High-Touch' strategy that is imperative for successful digital transformation.

With the completion of 20 years in India, the focus for the organisation remains on creating a perfect blend of People, Process and Technology, enabling the organisation to deliver real business impact, and create a higher level of productivity that keeps businesses agile and profitable.



Aditya Arora, CEO - Teleperformance India
Recognized as one of the Top 100 Great People Managers in India for 2021
by the Great Manager Institute®