

## 2009 NORTH AMERICAN CUSTOMER CONTACT OUTSOURCING COMPANY OF THE YEAR AWARD

*“Our independent committee examined all of the major industry players and Teleperformance clearly emerged as not just the safe choice as a potential outsourcing partner, but as the best choice from every evaluative dimension possible. Teleperformance is superbly managed and has extremely high levels of client satisfaction not just in North America, but also around the world.”*

FROST &amp; SULLIVAN

2009

NORTH AMERICAN  
CUSTOMER  
CONTACT  
OUTSOURCING  
COMPANY OF THE  
YEAR

Source: Frost & Sullivan, February 16, 2009.  
Used with permission.

“In addition to the **broadest and most flexible domestic, nearshore and offshore deployment models** in the industry, Teleperformance is expanding **work-at-home agent capabilities**. They have a **complete CRM lifecycle solution** for acquisition, customer care and growth, technical support and accounts receivable management. Their **financial strength, stability and decades of experience should not be underestimated** in any case, but especially under these market conditions”.

The Frost & Sullivan Company of the Year citation also recognized Teleperformance for winning a major Frost & Sullivan industry Award for an unprecedented fourth consecutive year:

**2008 North America Industry Innovation and Advancement Award**

**2007 Frost & Sullivan Growth Excellence Award**

**2006 Frost & Sullivan Award for Customer Value Enhancement**

“It is important to understand **the magnitude of this award** especially in the context of **these volatile economic times**...Their financial strength, stability and decades of experience should not be underestimated in any case, but **especially under these market conditions**”.