

TELEPERFORMANCE EXPANDS ITS WORLDWIDE LEADERSHIP

IDC LEADERSHIP GRID: WORLDWIDE CONTACT CENTER SERVICES BPO MARKET 2009



- ▶ **Superior leadership.** Chairman Daniel Julien leads a team possessing a unique entrepreneurial spirit and sophisticated international perspective, resulting in a strong model of successful worldwide expansion.
- ▶ **Financial stability.** The company has proven its ability to generate free cash flow and exhibits a solid balance sheet.
- ▶ **Skilled acquirer.** Over the past few years, acquisitions have helped propel the company into new markets the world over, augmenting its solution set.
- ▶ **Client diversification.** Teleperformance continues to expand its client base, comprising some 1,000 companies, and 20 of the top clients now account for 48% of revenue, which represents improved client diversification.
- ▶ **Geographic diversification.** The company is geographically diversified when it comes to both regional revenue streams and global service delivery (nearshore/offshore workstations increased by 61% in 2008); the focus on developing business in emerging markets stands out. The company can therefore adapt skillfully to challenges that inevitably occur in the industry.

Source: IDC, Worldwide Contact Center Services 2009 Vendor Profiles: The Slide into Uncertainty,