

Teleperformance Receives 2011 CRM Excellence Award from *Customer Interaction Solutions* Magazine

Teleperformance Honored for Helping Clients Improve Customer Experience

Salt Lake City, UT, July 7, 2011 — Teleperformance announced today that [TMC](#), a global, integrated media company, has named the company as a recipient of a *Customer Interaction Solutions*® magazine 2011 CRM Excellence Award. [Customer Interaction Solutions](#) has been the premier publication in the CRM, contact center and teleservices industries since 1982.

“The Twelfth Annual CRM Excellence Awards has recognized Teleperformance for being a true CRM partner to its customers and clients,” said [Rich Tehrani](#), CEO, TMC. “Teleperformance has demonstrated to the editors of *Customer Interaction Solutions* that their solutions improved the processes of their clients’ businesses by improving their customers’ experiences.”


Dominic Dato, Executive Chairman of Teleperformance USA Group, said, “We are pleased to have been recognized again this year for this important award. We credit our success with having the largest global footprint, the most tenured and experienced management team in the industry, highly committed people across all levels of the organization and our ability to drive high value for our clients.”

Based on hard data, the CRM Excellence Awards rely on facts and numbers demonstrating the improvements that the winner’s product has made in a client’s business. Winners were chosen on the basis of their ability to help extend and expand the customer relationship to become all encompassing, covering the entire enterprise and the entire lifetime of the customer.

Brent Welch, CEO of Teleperformance USA Group, stated, “We are committed to delivering high value to our clients and ensuring we help them compete effectively. Focusing on ensuring that we have a highly-engaged workforce that is passionate about meeting our clients’ and their customers’ needs helps us create this value. We’re extremely proud to accept this award as a measure of our success.”

The 2011 CRM Excellence Award winners can be found in the May and June 2011 issues of [Customer Interaction Solutions](#) magazine.

In North America alone, Teleperformance has won numerous industry and client awards, including **Frost & Sullivan’s** 2010 North American Customer Contact Outsourcing Company of the Year Award, **CRM Magazine’s** 2011 CRM Service Award, CIS Product of the Year 2010 for #1 global outsourcer, **Frost & Sullivan’s** 2010 North American Contact Center Outsourcing Industry Innovation & Advancement of the Year Award, and many more.



About Teleperformance

Teleperformance (NYSE Euronext Paris: FR 0000051807), the world's leading provider of outsourced CRM and contact center services, has been serving companies around the world by developing and managing customer acquisition, customer care, technical support and debt collection programs on their behalf. In 2010, the Teleperformance Group reported €2.058 billion in revenue (US\$2.738 Billion, based on an average exchange rate at December 31, 2010: €1 = US\$1.33). The Group operates about 83,000 computerized workstations, with more than 100,000 employees (Full-Time Equivalents) across 268 contact centers in 50 countries and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries. www.teleperformance.com

About Customer Interaction Solutions

Since 1982, [Customer Interaction Solutions](http://www.cismag.com) (CIS) magazine has been the voice of the call/contact center, CRM and teleservices industries. CIS magazine has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, Customer Interaction Solutions strives to continue to be the publication that holds the quality bar high for the industry. Please visit www.cismag.com.

About TMC

TMC is a global, integrated media company helping clients build communities in print, in person, and online. TMC publishes [Customer Interaction Solutions](http://www.cismag.com), [INTERNET TELEPHONY](http://www.internettelephony.com), [Unified Communications](http://www.unifiedcommunications.com), [NGN](http://www.ngn.com) and [InfoTECH Spotlight](http://www.infotechspotlight.com) magazines. [TMCnet.com](http://www.tmcnet.com), which is read by two million unique visitors each month, is the leading source of news and articles for the communications and technology industries.

TMC is the producer of [ITEXPO](http://www.itexpo.com), the world's largest and best-attended IP Communications event. ITEXPO West 2010 was ranked #3 on Trade Show Executive's Fastest 50 Award List. TMC expects to accelerate ITEXPO West's growth by bringing the show to Austin, one of the fast-growing technology hubs in the country. In addition, TMC runs multiple industry events: *4G Wireless Evolution; Smart Grid Summit; M2M Evolution; Cloud Communications Expo; SIP Tutorial; VIPEering; Business Video Expo; Regulatory 2.0 Workshop, DevCon5: The HTML5 Development Conference; CVx; Digium/Asterisk World; StartupCamp; MSPAlliance, MSPWorld and more!* Visit [TMC Events](http://www.tmcnet.com) for a complete listing and further information.

For more information about TMC, visit www.tmcnet.com.



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