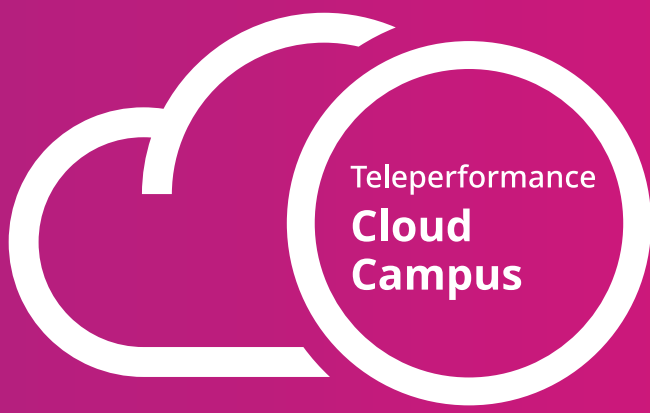


Business Agility Achieved: Teleperformance Cloud Campus



It's time for organizations to reassess their operating models with work-at-home becoming the new normal.

Today's Work-at-Home Landscape

- In a recent Enterprise Technology Research (ETR) survey, **48.6%** of CIOs reported that productivity has improved since employees worked remotely.¹
- **74%** of Gartner CFO Survey respondents intend to shift some employees to remote work permanently.²



Cloud Campus: Delivering Borderless Services

The Teleperformance Cloud Campus is a comprehensive work-at-home model that ensures remote teams are connected and engaged while improving business KPIs.

29

state-of-the-art
Cloud Campus Hubs

+250,000

remote employees supporting
the world's most respected brands

70%

of the entire
Teleperformance
workforce

The Benefits

- Same level of security as brick-and-mortar (B&M) operations
- Global talent pool, greater hiring flexibility, and end-to-end digital recruitment
- Long-term business resilience
- Centralized management streamlines operations and optimizes efficiencies
- An agile and scalable solution

The Proven Power of Cloud Campus³

Work-at-home agents* register:

2.1%

higher productivity

6.3%

greater shift
compliance

1.5%

lower absenteeism rate**

(compared with brick-and-mortar agents)

*first and second data based on 128,000 work-at-home agents servicing 378 clients

**based on 132,500 work-at-home agents servicing 378 clients

Cloud Campus: Real Business Results



For a global leader in online
and mobile food delivery:

50%

reduction
in attrition

6.5%

increase
in C-SAT

For a global
social media company:

10%

increase
in accuracy

3.5%

increased in
effectiveness

For a media and
streaming company:

119%

recruitment
goal achieved

100%

early pre-sales
services deployed

For a personal
communications company:

21%

increase in
employee satisfaction

7%

decrease in
absenteeism

Guaranteed Security

Teleperformance Cloud Campus has the
same level of technical security as brick-and-mortar.

- PCI-DSS and ISO 27001 Certified
- End-to-end bandwidth and network quality
- Integrated channels that offer a variety of customer contact options
- Private, hybrid, and public cloud platform options
- State-of-the-art, multi-factor authentication, encryption, and hardening
- Dedicated security operations center



A Positive Impact on the Planet

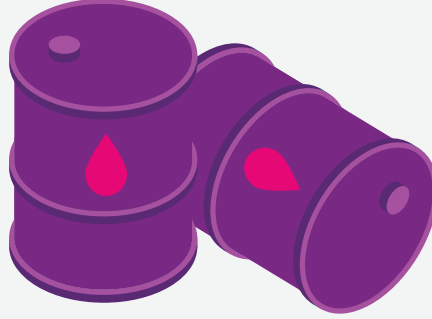
Our remote and hybrid work models reduce or eliminate employee commutes, increasing work-life balance, improving productivity, and reducing carbon emissions equivalent to any of the following:



Or

40,000

vehicles taken off
the road for one year



Or

412,000

barrels of unused oil



Or

243,000

football fields full
of trees saved



Or

7m

incandescent lights replaced
with energy-efficient options

Achieve long-term business agility with an adaptable model designed to change with your business needs.
[Click here](#) to learn more about the Teleperformance Cloud Campus.

1. Enterprise Technology Research survey via Reuters, "Permanently Remote Workers Seen Doubling in 2021 due to Pandemic Productivity" 2. Gartner, press release 3. E-book, "Proven Results," slide 1