



PRESS RELEASE

## **Atento Expands Operations in Brazil with the Opening of a New Facility in Campo Grande**

- **The new customer relationship center is located in the northwest of Rio de Janeiro**
- **Atento expects to generate 3,000 new jobs; 800 professionals already on board**
- **The new facility will provide services to leading telecommunications clients**

**SAO PAULO, March 17, 2015** – Atento S.A. (NYSE: ATTO), the largest provider of customer relationship management and business process outsourcing (CRM BPO) services in Latin America and Spain, today announced the opening of a new customer relationship center in Campo Grande, in the northwest district of Rio de Janeiro. This is the eighth center that Atento has opened in the metropolitan area and surroundings of the carioca city.

Alejandro Reynal, CEO of Atento said, "We are very pleased to open a new facility to support the growth of our business in Brazil. The new Campo Grande center brings to 32 the total number of Atento centers throughout the Brazilian geography, strengthening our company's position as a leader in customer relationship services and solutions in the country."

The center's opening has the support of the local authorities in Rio de Janeiro and will generate 3,000 new jobs in the area; 800 professionals have been hired already. Nelson Armbrust, Managing Director of Atento Brazil, commented, "The opening is a step forward in our strategic initiative to locate Atento's centers in cities that offers the most competitive advantage for our businesses. It also reaffirms our commitment to the State of Rio de Janeiro and we are very proud to be launching our eighth facility in the area. We expect to repeat the success we have had with other centers, while contributing to the development of thousands of young people in the region."

Atento's state of the art facilities in Campo Grande encompasses 7,000 square meters of built area in two floors, two training rooms, four meeting rooms, two breakout and food areas and an outdoor space. The center is also fully accessible for people with disabilities. The Campo Grande unit will be providing customer relationship, sales and technical support services and solutions to leading companies in the telecommunications sector in Brazil.

Armbrust added, "Atento continues to seek the best locations to expand its operations in Brazil while contributing to the economic development of the different regions from which operates. With this new center, we will have about 14,000 employees in the area which shows the importance of this region for our business."

Atento is one of the largest employers in Brazil, recognized in the country and the world as one of the Best Workplaces by the Great Place to Work Institute. The company has operations in six major Brazilian urban centers Sao Paulo, Rio de Janeiro, Salvador, Belo Horizonte, Porto Alegre, Goiania, and in the cities of Campinas, Sao Bernardo do Campo, Santo Andre, Sao Jose dos Campos, Santos, Ribeirao Preto and Feira de Santana. Additionally, Atento provides in-person services in more than 900 cities throughout the

country. Atento is recognized as a leader in the CRM BPO sector in Brazil, providing the best customer experience through innovative solutions, its integrated multichannel platform and the investment in new technologies.

## **About Atento**

Atento is the largest provider of customer relationship management and business process outsourcing ("CRM BPO") services in Latin America and Spain, and among the top three providers globally, based on revenues. Since 1999, the Company has developed its business model in 14 countries where it employs approximately 153,000 people. Atento has over 400 clients to whom it offers a wide range of CRM BPO services across multiple channels. Atento's clients are mostly leading multinational corporations in sectors such as telecommunications, banking and financial services, media and technology, health, retail and public administrations, among others. For more information visit [www.atento.com](http://www.atento.com).

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