

Atento and FALCONI sign strategic alliance to provide integrated management consulting and outsourcing services for all types of organizations

- Atento and FALCONI bring their core capabilities together to help companies achieve efficiency and outstanding results through the integration of management consultancy and outsourcing solutions

SAO PAULO, October 26, 2017– Atento S.A. (NYSE: ATTO), the leading provider of customer relationship management and business process outsourcing services (CRM/BPO) in Latin America, and one of the top five providers worldwide, and FALCONI, a leading management consulting firm in Brazil and Latin America, have signed a strategic alliance to provide organizations in Brazil and abroad with a unique offer to generate efficiencies through process management.

The alliance will enable organizations to optimize their costs and increase business efficiency through the integration of a management framework focused on results and the outsourcing of business and customer related processes. This integrated approach will combine the large expertise of FALCONI in management consultancy with Atento's proven solutions to outsource customer relationship management and key business process, particularly its back office solutions. The alliance will also leverage the extensive business process management expertise of Interfile, the leading provider of business process outsourcing services for large clients in the banking and financial services sector in Brazil participated by Atento.

Alejandro Reynal, Atento's CEO commented, "We are very excited about the opportunities that our alliance with FALCONI will bring to our clients in Brazil and the wider Latin America region. We are both leaders in our respective fields and we are now combining our unique insight and expertise to deliver clients greater efficiency and agility through the optimization and outsourcing of their business process ". Alejandro Reynal added "FALCONI and Atento share a common vision to generate value and competitive advantages for companies operating in highly competitive and digitalized environments. We are convinced that our alliance will expand both companies' addressable markets and bring new opportunities to our clients".

Wilson Risolia, Director President of FALCONI, said "FALCONI was looking for a partner able to drive technology solutions to our business model and therefore bring efficiency to the projects we run for our clients. Atento and its leadership position in the CRM/BPO sector in Latin America was just the right option".

Viviane Martins, Managing Partner and Vice President of FALCONI, highlights the expectations with this alliance. "The alliance between FALCONI and Atento will allow us to offer a portfolio that adds more value to our clients by combining our effectiveness on implementing managerial knowledge with Atento's technology and outsourcing solutions".

Mario Camara, Managing Director of Atento Brazil said, "This alliance allows Atento to strengthen its value proposition to our clients thanks to the market leading consultancy capabilities of FALCONI". Mario Camara added, "The agreement is one more example of our company ongoing commitment to partner with market leaders to expand our capabilities and always offer our clients with the best customer experience and business process solutions in the market."

About Atento

Atento is the largest provider of customer relationship management and business process outsourcing (CRM BPO) services in Latin America, and among the top five providers worldwide, based on revenues. Atento is also a leading provider of nearshoring CRM/BPO services to companies that carry out their activities in the United States. Since 1999, the company has developed its business model in 13 countries where it employs 150,000 people. Atento has over 400 clients to whom it offers a wide range of CRM/BPO services through multiple channels. Atento's clients are mostly leading multinational corporations in sectors such as telecommunications, banking and financial services, health, retail and public administrations, among others. Atento's shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2016, Atento was named one of the World's 25 Best Multinational Workplaces by Great Place to Work® for a fourth consecutive year. For more information visit www.atento.com



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About FALCONI

We are a Brazilian management consulting firm founded by professor Vicente Falconi. We help organizations achieve outstanding results by improving their management system. We work in all market segments, serving customers from the private and public spheres, both in Brazil and abroad. Our team comprises nearly 600 consultants specialized in the implementation of the best management practices. In more than 30 years of activity, we have developed and put into practice over 6,000 projects.

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