

Atento Reopens Its Customer Relations Center in Puerto Rico, an Industry Benchmark in the Central America and Caribbean Region

- This state-of-the-art customer experience solutions center has been totally rebuilt following the devastating impact of Hurricane Maria
- Located in the city of Caguas, it has been equipped with digital capabilities and more than 620 workstations
- It reflects Atento's commitment to Puerto Rico and the economic recovery in the country while strengthening the Company's clear leadership position in the Latin American customer experience solutions and business process outsourcing market
- The Caguas facility will also become a strategic hub for Atento in the provision of services to the US Nearshore segment - companies operating in the United States but managing their customer relations from Latin America

CAGUAS, PUERTO RICO, 12 June 2018– 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, celebrated the reopening of its customer relations center in the city of Caguas, Puerto Rico, earlier today. The center has been totally rebuilt following the devastating impact of Hurricane Maria on the original installations. The reopening ceremony was attended by Alejandro Reynal, CEO of Atento; William Miranda Torres, Mayor of Caguas; and Jorge Martel, General Manager of T-Mobile Puerto Rico, among other officials.

This state-of-the-art center is used to provide customer experience and business process outsourcing services and solutions in Puerto Rico, as well as services and solutions to companies operating in the United States. Atento uses this center to provide services to companies in the telecommunications, banking, financial services or consumer electronics sectors, among others. The installations have been completely renovated to include next-generation technology in the sector, data centers with excellent connectivity, over 620 workstations, digital capabilities as well as recruitment, training and recreational areas. The center is fully adapted to the needs of persons with disabilities. From Caguas, Atento will offer an extensive range of services and solutions that include: customer services, sales, technical support, credit management or back office to leading companies in the market through multiple channels such as telephone, chat, social media and digital apps. 400 people will initially work at the center (70% English/Spanish bilingual), a figure that is expected to increase by a further 200 over the coming weeks.

Alejandro Reynal, CEO of Atento, said “It is with great satisfaction that we are here today to reopen our customer relations center in Puerto Rico, which will mark a before and after in the provision of customer experience services and solutions on the island. Today is a very special day for Atento and our clients because we are strengthening our joint commitment to economic development in the country and to offering an outstanding customer experience in and from Puerto Rico, capable of generating a competitive advantage and responding to the changing needs of an increasingly digital society.” He went on to add that “I would like to thank our customers and the authorities for their support in making this center a reality and transforming it into a benchmark for the CRM/BPO industry. I would also like to express my very special gratitude for the courage and commitment shown by our employees in Puerto Rico since Hurricane Maria. During these tough months for us all, they have been the finest example of how to overcome adversity and a constant source of inspiration for everyone who forms part of this great Company, Atento.”

William Miranda Torres, Mayor of Caguas, said that “The reopening of Atento’s center in our city represent 600 direct jobs, economic activity for adjacent sectors and value to other companies. In addition, it contributes to the economic development of the city by promoting the creation of small businesses that provides supporting services here and in the region. I am grateful that they have decided to reestablish their operations in the city, which validates our vision of attracting and maintaining innovative and cutting-edge companies that contribute to the positioning of Caguas as the best place to do business and investments in Puerto Rico”

Hub for providing customer relations services to the US Nearshore segment

The center in Caguas also expands Atento’s capacity to offer customer relations management and business process outsourcing services from Latin America to companies operating in the US market. From Caguas, Atento will provide a wide range of CRM/BPO services to companies from sectors such as telecommunications, banking and financial services, utilities, ecommerce or travel and hospitality among others.

Michael L. Flodin, Regional Director of Atento for Central America and US Nearshore, commented, “This center in Caguas will enable our company to strengthen its commitment to offering outstanding and competitive nearshore customer experience solutions to the US market in a way that only the undisputed leader in this sector in Latin America can.” He went on to say that “Puerto Rico offers huge advantages to the US Nearshore market as it combines the cost efficiency of offshore territories with the benefits of US territories.”

At present, Atento has 4,500 workstations at 10 customer relations centers, an IT network with four data centers and over 3,200 bilingual agents (English/Spanish) to serve the US Nearshore market from Texas, Puerto Rico, Guatemala, Panama, El Salvador, Mexico, and Colombia. Besides the traditional customer relationship management services, such as sales, customer services and back office, our offer of US Nearshore services includes an extensive range of digital customer relationship management solutions backed up by an omnichannel platform and data analytics capabilities. Our US Nearshore customers are mainly companies in the telecommunications, banking and financial services, e-commerce and travel and hospitality sectors.

Atento Customer Relations Center in Caguas, facts & figures:

- 5,000 m² on two floors in the city of Caguas, Urb Industrial el Troche. Based in Caguas since 1999, Atento is the main private employer in the city
- More than 620 workstations with room for 300 more, common areas for recreation and cafeteria
- +120 recruitment positions, recruitment room for 50 candidates and digital capabilities for language skills testing, customer services and/or sales; 4 training rooms for 100 people and 5 meeting rooms
- Bilingual services, 70% of staff are bilingual (Spanish/English), 50% of revenue derives from US Nearshore customers
- Average time with the company for customer relationship agents 5 years
- Services offered: customer care, sales, technical support, credit management and back office to companies through multiple service channels such as telephone, chat, portal, social media and digital apps
- Adapted for persons with disabilities, including dedicated bathroom facilities
- LED lighting throughout and air conditioning systems for greater efficiency in electricity consumption

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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