



PRESS RELEASE



Atento receives the European Customer Service Leadership Award from Frost & Sullivan

- Frost & Sullivan has recognized Atento's ability to offer end-to-end and sophisticated customer experience solutions that are adapted to companies' needs
- The award also recognizes Atento's excellence in managing human resources, infrastructure and processes in order to offer these solutions via a multichannel platform

MADRID, September 23, 2015 – Atento (NYSE: ATTO), a world leader in customer relationship management services and business process outsourcing (CRM/BPO), has been recognized with Frost & Sullivan's 2015 European Customer Service Leadership Award.

According to Frost & Sullivan's recent analysis of the European customer service market, Atento optimally manages human resources, infrastructure and processes to offer an excellent customer experience to companies in Europe and Latin America through the deep understanding of its clients' business processes and the increased sophistication of its suite of customer experience solutions delivered via multiple channels. The analysis further highlights that Atento has successfully diversified and expanded its value offering to include end-to-end customer experience solutions, such as means of payment management, insurance management, credit management, collections management, sales or back office, among others, which has been a key factor to the Atento's success.

José María Pérez Melber, Atento's Director General in Spain and EMEA, commented, "We are pleased to be recognized by Frost & Sullivan for our effort this past year, where we were able to sign major accounts while strengthening the trust of our existing clients. This award underscores how our value proposition has evolved to make us a leading provider of customer experience solutions in our markets, as well as the ability of our employees to commit to our clients' goals and internalize them to provide a truly distinctive service."

Frost & Sullivan Best Practices Awards recognize companies in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service and strategic product development. Industry analysts compare market participants and measure performance through in-depth interviews, analysis and extensive secondary research to identify best practices in the industry.

Frost & Sullivan's 2015 European Customer Service Leadership Award report is available via http://ww2.frost.com/files/9814/4292/7788/Atento_Award_Write_Up.pdf

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 three providers globally, based on revenues. Atento is also a leading provider for U.S.-based companies nearshoring CRM/BPO services to Latin America. Since 1999, the Company has developed its business model in 14 countries where it employs more than 160,000 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. Atento's shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). For more information visit www.atento.com

About Frost & Sullivan

Frost & Sullivan, the Growth Partnership Company, works in collaboration with clients to leverage visionary innovation that addresses the global challenges and related growth opportunities that will make or break today's market participants.

Our "Growth Partnership" supports clients by addressing these opportunities and incorporating two key elements driving visionary innovation: The Integrated Value Proposition and The Partnership Infrastructure.

- ***The Integrated Value Proposition*** provides support to our clients throughout all phases of their journey to visionary innovation including: research, analysis, strategy, vision, innovation and implementation.
- ***The Partnership Infrastructure*** is entirely unique as it constructs the foundation upon which visionary innovation becomes possible. This includes our 360 degree research, comprehensive industry coverage, career best practices as well as our global footprint of more than 40 offices.

For more than 50 years, we have been developing growth strategies for the global 1000, emerging businesses, the public sector and the investment community. Is your organisation prepared for the next profound wave of industry convergence, disruptive technologies, increasing competitive intensity, Mega Trends, breakthrough best practices, changing customer dynamics and emerging economies?

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