

Lenovo Selects Atento as Strategic Partner for Contact Center Customer Relationship Management in Brazil

SÃO PAULO, April 26, 2017 – Lenovo, a leading company in providing innovative consumer, commercial and enterprise technology, has just settled an important partnership with Atento S.A. (NYSE ATTO), one of the world's leaders in customer management and business process outsourcing services, aiming to enhance its relationship with consumers and businesses. The new operation will take place in the city of São Paulo and will have a highly-qualified team of professionals within the industry.

The agreement includes services focused on technical support, sales, back office and care for Consumer and Smart Device products. All of them managed through a complete digital platform, including chat, email and social media, in addition to the traditional telephone service. To support Lenovo's B2B operations, Atento will provide a complete platform to manage maintenance and Brazilian government agencies contracts, among others.

According to Lenovo's Ricardo Tiltcher, Director of Services & Customer Experience for Lenovo Brazil, the alliance with Atento strengthens the company's commitment to always provide the best service to its customers and partners. "Service excellence and innovation is essential to Lenovo and this partnership with Atento will enable us to provide the best relationship journey for our customers by using differentiated solutions."

"We are very honored with this partnership. We are proud to be able to offer Lenovo a range of BPO solutions and innovative services, continuously ensuring customer satisfaction and promoting continuous improvement and excellence in the relationship", said Mário Câmara, Managing Director of Atento in Brazil.

Lenovo will also count on the experience of Atento's Central Planning Group (CPG), which will act strategically, by conducting studies, using statistical models, assessing trends, tracking operations and adjusting KPIs Processes with precise indicators.

About Lenovo

Lenovo (HKSE: 992) (ADR: LNVGY) is a US\$46 billion global Fortune 500 company and a leader in providing innovative consumer, commercial and enterprise technology. Our portfolio of high-quality, secure products and services covers PCs (including the legendary Think and multimode Yoga brands), workstations, servers, storage, smart TVs and a family of mobile products like smartphones (including the Moto brand), tablets and apps. Join us on LinkedIn, follow us on Facebook or Twitter (@Lenovo) or visit our website at www.lenovo.com.

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 of nearshoring CRM/BPO services to companies that operate 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 more information, visit www.atento.com.

Media relations Atento

Maite Cordero
+ 34 91 740 74 47
media@atento.com

Media relations Atento Brasil

Priscilla Tavollassi - priscillatavollassi@a4eholofote.com.br
Tel.: 11 3897 4125 Cel.:11-97152-7689
Elisa Zaghen – elisazaghen@a4eholofote.com.br
Tel.: 11-3897-4143 Cel.:11-999173921

Media relations – Lenovo

Kely Val – kely.val@ogilvy.com
(11) 3039-0161
Ive Andrade – ive.andrade@ogilvy.com
(11) 3039-0131
Carla Meneghini – carla.meneghini@ogilvy.com
(11) 3039-0208

Investor relations Atento

Felipe JoaquimMartins de Souza
+ 55 11 3779-8053
lfelipe.souzaynn.tyson@atento.com