



PRESS RELEASE

Atento named a Leader in Gartner's Magic Quadrant for second year in a row

- **The research and advisory firm places Atento among the leaders of its prestigious Magic Quadrant for Customer Management Contact Center BPO**
- **Evaluation based on completeness of vision and ability to execute**

NEW YORK, NY, February 11, 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, has been placed in the "Leaders" quadrant of Gartner's annual Magic Quadrant for Customer Management Contact Center BPO, written by TJ Singh and Brian Manusama. This is the second consecutive year that Atento has attained this placement.

"We consider our positioning in the Leaders quadrant by Gartner confirmation of Atento's mission for delivering superior customer service and generating value for consumers and business," said Atento Chief Executive Officer Alejandro Reynal. "We are proud to be again among the Leaders in such a prestigious report and are grateful to our team of over 150,000 employees for their continued work helping Atento to deliver its mission every day. We look forward to continuing the expansion of our blue-chip client base by helping companies meet increasing customer needs while improving business efficiency".

The Gartner Magic Quadrant evaluates firms on completeness of vision and ability to execute. Leaders demonstrate market-defining vision and the ability to execute against that vision through CM contact center BPO services, a superior market share (among the top 10 providers in regions where they compete), and solid references for CM contact center BPO services worldwide, including a cross section of vertical industries. Leaders also have superior investments in innovative service offerings, business/pricing models and service delivery models. They have a superior understanding of client needs and of current market conditions, and they are actively building competencies to sustain their leadership position in the CM contact center BPO market across multiple regions. The CM contact center BPO service providers in the Leaders quadrant generally also have strong global and regional service delivery operations and deep technology to leverage, and they deliver above-average customer experience.

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. More information www.atento.com

About the Magic Quadrant

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