

Atento: Facts & Figures



Leader in Latin America

In customer relationship management and business process outsourcing (CRM/BPO), and one of the three largest providers in the world in terms of revenue.

Operations in 14 countries: Argentina, Brazil, Chile, Colombia, El Salvador, Spain, USA, Guatemala, Morocco, Mexico, Panama, Peru, Puerto Rico, Uruguay.

Atento stocks trade under the symbol ATTO on the New York Stock Exchange.

+ 400 clients

Leading multinationals in sectors such as telecommunications, banking and financial services, health services, consumer goods, public administrations, and more.



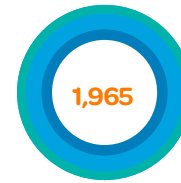
Nearshoring CRM/BPO service provider for companies that carry out their activities in **the United States**.

102 Customer relationships centers worldwide

+ 90,000 Workstations worldwide

+ 160,000 Professionals worldwide

Service in **7 languages**.



M. dollars (USD) of revenue in 2015

Customer experience solutions

We offer innovative, comprehensive customer experience solutions that are adapted to each business' needs: customer service, sales, trade marketing, technical support, back office, collections, credit management, complaints management, insurance management, and means of payment.

Verticals

Our customer experience solutions are adapted to the specific needs of each sector: telecommunications, banking, insurance and financial services, health services, trade and electronic trade, consumer goods, tourism, media, infrastructure, transportation and logistics, automotive, pharmaceuticals, and public administrations.

Advanced multi-channel platform

To respond to each customer's needs through the best communication channel (telephone, chat, social media, in person, etc.)

Value added business intelligence (Big Data, analytics)



Positioned in the "Leaders" section of the Gartner **Magic Quadrant** for Customer Relationship Management, BPO Contact Center 2015



One of the **25 Best Multinationals** to work for in the world according to **Great Place to Work® (GPTW)**



One of the best companies to work for in Latin America in 2016 according to **GPTW**