

Atento is recognized as a leader in the 2021 Gartner Magic Quadrant for Customer Service BPO

- The report by Gartner evaluates companies based on their completeness of vision and ability to execute.
- Atento is named as a Leader in the 2021 Gartner Magic Quadrant.

NEW YORK – 16 February 2021. Atento, one of the five largest global providers of customer relationship management and business process outsourcing services (CRM/BPO) and market leader in Latin America, today announced its position as a Leader in the 2021 Gartner Magic Quadrant for Customer Service BPO.

The 2021 Gartner Magic Quadrant for Customer Service BPO¹ evaluates CS outsourcing. At this key moment, the report can provide an opportunity to differentiate between suppliers in a market that is constantly evolving. The report has evaluated 19 suppliers, taking into account their completeness of vision and ability to execute. *"At Atento we are very proud to be recognized by Gartner as a leader in this market. We believe that this undoubtedly helps to highlight the work we do for our customers at all times, including this very unusual year"*, said Carlos López Abadía, Atento's CEO.

Gartner's opinions are a reference for companies around the world when both considering and selecting CS BPO providers for contact center customer management. The core capabilities of a CS BPO provider include: Global operations, industry expertise, digital services, agent-assisted services, technology expertise, client and project management expertise, business process management expertise, innovation and thought leadership.

"We feel that this recognition helps us to continue our work to transform the way companies manage their relationships with consumers through solutions that increase business efficiency and generate greater customer satisfaction. Customer experience is clearly a competitive advantage in today's increasingly digital world and is responsible for a company's growing and sustained reputation," adds López-Abadía.

¹ Gartner, Magic Quadrant for Customer Service BPO, Deborah Alvord, et al., 9 February 2021



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About Atento

Atento is one of the five largest global providers for client relationship management and business process outsourcing services nearshoring for companies that carry out their activities in the United States. Since 1999, the company has developed its business model in 13 countries with a workforce of 150,000 employees. Atento has over 400 clients for which it provides a wide range of CRM/BPO services through multiple channels. Its clients are leading multinational companies in the technology, digital, telecommunications, finance, health, consumer and public administration sectors, amongst others. Atento trades under ATTO on the New York Stock Exchange. In 2019 Atento was recognized by Great Place to Work® as one of the 25 World's Best Multinational Workplaces and as one of the Best Places to Work in Latin America. For more information www.atento.com

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