



Atento's Solutions Support the Fight against COVID-19

- Atento HIPPA-certified agents achieved a CSAT rating of 94 percent in their outbound and outreach programs providing support for general inquiries.
- 1.4M residents Have been served using the 1-855-MD-GOVAX state Hotline

NEW YORK, April 20, 2021 -- Atento S.A. (NYSE: ATTO, "Atento" or the "Company"), one of the world's top five providers of customer relationship management and business process outsourcing (CRM/BPO) services, announced that the Company has assumed a front-line position in the fight against the novel coronavirus by launching Atento's *Equitable Vaccination Distribution and Scheduling* solution, partnering with Bethesda-based solutions provider DMI, Inc. in the state of Maryland.

Atento's COVID-19 Vaccine Hotline software solution enables government institutions to easily manage the increased incoming call volume associated with the current pandemic environment while also conducting proactive outreach to provide equitable vaccine distribution and set appointment schedule to all residents across any county. Atento's newly announced software is directly aligned with U.S. President Biden's commitment that all states, tribes and territories make every U.S. adult eligible for the COVID vaccines by May 1.

The logistical challenges presented through the high transmission of the pandemic and social distancing norms meant that public administrations needed to find workable solutions that would protect all people, especially the most vulnerable, while trying to work as quickly as possible to avoid slowing down the roll-out efforts.

Atento was able to overcome such challenges in the roll-out of a tailor-made service that would allow residents to receive the information they need by providing outreach programs, general information and vaccination scheduling.

Agents working from home for a joint cause

Thanks to Atento's remote working solution, Atento@home, agents were recruited to work safely from home to assist the State of Maryland in reaching those individuals highest at risk to help make appointments.

"The Atento team deployed this solution very quickly and within two weeks we were ready to assist residents. We have the capabilities to scale our operation up or down depending on demand and have demonstrated the ability to handle 70,000 calls per day," said John Blackburn, EVP, DMI Health Innovations & Cybersecurity.

The COVID-19 Vaccine Hotline Solution from Atento allows government institutions to handle high volume of calls, as well as implement proactive outreach to provide general information and schedule appointments for residents within a defined area. Outbound calling features meant senior residents and disadvantaged populations could be prioritized in delivering key information and scheduling vaccination appointments.

1.4 million residents served

"The success of the DMI/State of Maryland COVID-19 program was a team effort across operations, IT and HR," says Wesley O'Brien, Atento's Commercial Vice President. "The program's success was made possible by an extraordinary One Atento team attitude."

The program received a 94 percent CSAT rating with 10,000 residents traced per month and 1.4 million residents being served by the entire service. Solutions such as this one will become crucial throughout the coming weeks and months ahead to bring about a successful inoculation campaign that everybody is hinging on to bring a close to the health pandemic.



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

About DMI

DMI is a global technology solutions company that specializes in digital strategy, design, transformation and support. Utilizing expertise from six unique DMI Groups, in the areas of AI & Analytics, Commerce, Experience, Managed Services, Transformation, and Government, DMI delivers intelligent digital transformation solutions that meet organizations where they are. Born digital, DMI has been delivering mission-critical, enterprise grade solutions since 2002 for more than a hundred Fortune 1,000 enterprises and all fifteen U.S. Federal Departments. DMI has grown to 2,500+ employees globally and has been continually recognized by top industry analysts as market leader as well as a Top Place to Work by the Washington Post. www.DMInc.com