



Atento is recognized as a Leader in the 2022 Gartner® Magic Quadrant™ for Customer Service BPO

- Vendors in this report are evaluated based on their completeness of vision and ability to execute.
- Atento named as a Leader in the 2022 Gartner Magic Quadrant for the second consecutive year.

NEW YORK , 11 May 2022 - Atento, one of the largest global providers of customer relationship management and business process outsourcing services (CRM/BPO) and market leader in Latin America, has announced that it has been recognized as a Leader in the 2022 Gartner Magic Quadrant for Customer Service BPO, for the second year in a row.

According to the report, "Leaders demonstrate market-defining vision and the ability to execute that vision through CS BPO services and a cross-section of vertical industries. Leaders have strong investments in digital service offerings, work-from-anywhere solutions and CX innovation. They have a superior understanding of client needs and current market conditions, and they are actively building competencies in the CS BPO market across multiple regions. The CS BPO service providers in this quadrant generally also have strong global and regional service delivery operations and deep technology to leverage."

Commenting on the inclusion, Carlos López-Abadía, CEO, Atento, said, "We are proud to be recognized, once again, by Gartner. At Atento, we continue to support our customers as they create meaningful relationships with end consumers to generate greater satisfaction, in line with evolving tendencies in the market. Innovation continues to provide many benefits for stimulating growth in this area and we will build upon our recent efforts in this regard over the coming months.

¹ Gartner, "Magic Quadrant for Customer Service BPO," Deborah Alvord, Kathy Ross, Mark Dauigoy, Uma Challa, March 28, 2022.

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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

Media Relations

press@atento.com