

## Atento receives award at the 2022 ISG Provider Lens Awards Ceremony

- The event took place at Prestonwood Country Club, Dallas, Texas on September 27.
- Matt Frandsen, VP Sales, Atento received awards where Atento had been named as a Leader, including the Digital Operations, Work from Home Services and Media CX Services segments.

**NEW YORK, September 28, 2022** – Yesterday evening, Matt Frandsen, VP Sales, Atento attended the 2022 ISG Provider Lens Awards Ceremony which took place at Prestonwood Country Club, Dallas, TX to receive several awards which were granted to Atento as part of the 2021 Contact Center Customer Experience Services U.S.

Atento, one of the five largest providers worldwide and a leading company in customer relationship services and business process outsourcing (CRM / BPO), was named Leader in three categories in the 2021 ISG Provider Lens Quadrant Report published by ISG Research. Reflecting upon the strengths of several customer experience providers, the Quadrant Report assesses the suitability of IT providers for a defined market segment. In this regard, Atento was chosen as Leader in the Digital Operations, Work from Home Services and Media CX Services segments.

Speaking after receiving the awards, Matt Frandsen, VP Sales, Atento remarked, “I am honored to be here this evening to collect these awards. This recognition demonstrates the great strides made in the U.S. market where we have proven to disrupt the industry with targeted next generation services capabilities, which play to our strengths across the sector worldwide, and show that customer experience clients require increasingly greater levels of flexibility, agility, and partnership across their core business.”

Discussing Atento’s trajectory in the U.S. market, Ken Walters ISG Global Lead Analyst and Executive Advisor noted that, “Atento is well placed to grow its share in the CX market in the U.S., with advanced next-generation toolsets and methods, consulting led client engagements, and nearshore capabilities. It has been investing significantly in highly effective remote and traditional CX center management and efficiency tools, as well as having an advanced proprietary and partner-backed products and solutions set for the social media CX space in the U.S.”

### About Atento

Atento is the largest provider of customer relationship management and business process outsourcing (“CRM BPO”) services in Latin America, and among the top five providers globally. Atento is also a leading provider of nearshoring CRM BPO services to companies that carry out their activities in the United States. Since 1999, the company has developed its business model in 14 countries where it employs approximately 139,800 people. Atento has over 400 clients to whom it offers a wide range of CRM BPO services through multiple channels. Atento’s clients are mostly leading multinational corporations in sectors such as telecommunications, banking and financial services, health, retail, and public administrations, among others. Atento’s shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2019, Atento was named one of the World’s 25 Best Multinational Workplaces and one of the Best Multinationals to Work for in Latin America by Great Place to Work®. Also, in 2021 Everest named Atento as a star performer Gartner named the company as a leader in the 2021 Gartner Magic Quadrant. For more information visit [www.atento.com](http://www.atento.com)

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