



Leader in Latin America

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

OPERATIONS IN 13 COUNTRIES

Argentina, Brasil, Chile, Colombia, El Salvador, Spain, USA, Guatemala, Mexico, Panama, Peru, Puerto Rico, Uruguay.

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

1.818,2 M. dollars (USD) of revenue in 2018

+ 150,000
Professionals
worldwide

100
Customer
relationships centers
worldwide

+92,000
Workstations
worldwide

+ 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**.

Value Offering

We deliver the best customer experience thanks to our **customer journey services** and high value solutions, enhanced by Atento's digital and business process transformation capabilities to improve competitiveness of companies and increase customer satisfaction. We offer innovative and complete customer experience solutions throughout the entire consumer lifecycle.



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.

Atento Digital, its our global business unit integrating digital marketing tools, automatization of front and back office customer processes and a robust omnichannel platform to generate efficiency and results for customer's acquisition, management and retention.

Atento Digital Offer embraces a range of services, including digital sales, digital customer service, digital technical support, automated back office and digital collections, all of them provided through Atento's Omnichannel Platform that integrates both traditional and digital channels. It also includes consulting services and the usage of analytics and automation tools to improve the effectiveness and efficiency of the processes related to the client.

Advanced multi-channel platform

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

Analytics

The best way for brands to approach and build/improve relationships with consumers is to understand their behavior, habits and preferences. In Atento, we created a robust Big Data computing environment, enabling the creation of in-depth analysis in all aspects of the customer experience, improving acquisition, monetization, cross- and up-selling, loyalty, support, retention, collection reducing fraud, churning and creating effective actions in all these areas.

09 Consecutive years as a One of the **Best Company to Work** in Latin America



Atento is the only company in the sector in the **World's 25 Best Multinational Workplaces 2016** ranking

