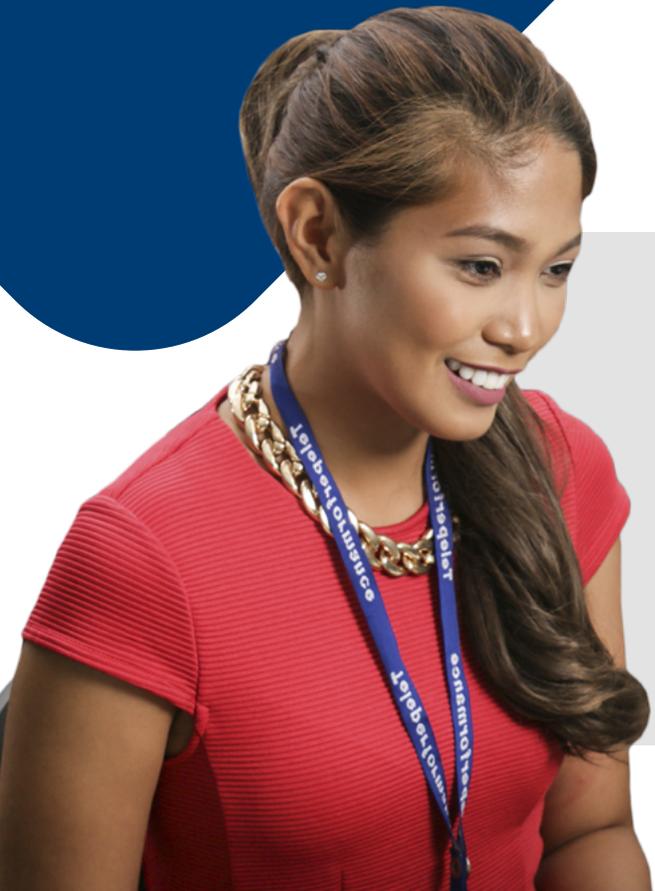


WE CARE

about seamless experiences
across channels



The Philippines, with its population of fluent English speakers and active social media users, has become a country of outsourcing opportunity.

It is not difficult to understand why The Philippines has gained an excellent reputation as the preferred BPO destination, and an excellent source of highly skilled professionals. While the country's neighbors might exhibit similar traits, there is no doubt that the Philippines has developed a cultural affinity with the West. Filipinos are very familiar with the way Westerners talk, and they've become knowledgeable about Western pop culture and colloquialisms over time.

This, paired with Filipinos' ability to speak English fluently with a neutral accent, minimizes the communication gap present in some outsourced customer care. Better communication aids in developing trust between customers and companies, and the Philippines can serve as the glue that holds them both together.

A few quick facts about the Philippines and the Filipino workforce:



With a 95% literacy rate, workers from the Philippines are known for their **high quality, adaptability, and loyalty.**



Every year, the Philippines has hundreds of thousands of new college graduates who are eager to enter the BPO workforce, **creating a readily available skilled workforce to accommodate business needs.**



The **cost differentiation** between salaries, benefits and operational overhead all make the Philippines appealing to businesses. Companies can **expect cost reductions of 40 to 60 percent.**



Filipinos have the ability to **speak English fluently with a neutral accent.**



Filipinos are customer-oriented, which means that they aim to please, a very important aspect when it comes to doing customer service work.

Teleperformance in the Philippines cares about implementing omnichannel strategies to meet and exceed customer expectations.



Teleperformance

Transforming Passion into Excellence

The Philippines cares about the English language, customer care, and Western culture, making the country extremely qualified to handle contact center services.

Teleperformance in the Philippines began operations in 1996 and has grown to become a preferred offshore contact center outsourcing provider. The company employs around 40,000 people in the country and operates nearly 30,000 workstations in 18 business sites located across Metro Manila, Antipolo, Baguio, Bacolod, Cebu, Cagayan de Oro and Davao. Companies that seek outsourcing opportunities and cost reductions can truly benefit from the Philippines. Teleperformance in the Philippines is a pioneer in providing services on behalf of companies.

We have over two decades of continued excellence and leadership in the Philippines.

#TPPhilippinesCares



2017 Outstanding Community Project of the Year by the Philippine Economic Zone Authority (PEZA)



2017 Top Employer of the Year at the Asia CEO Awards



2017 Outstanding Volunteer by the National Economic Development Authority (NEDA)



19 sites

40,000 Employees

30,000 Workstations

Services in 16 languages and dialects:

- English, Tagalog, Korean, Mandarin, Spanish, French, Cantonese, Thai, Japanese, Fookien, Bahasa Malaysia, Bahasa Indonesia, Vietnamese, Cebuano, Ilocano and Kapampangan

As the worldwide leader in customer experience management, our experience in the Philippines can definitely help companies exceed customer expectations and improve the overall customer experience. Contact us today to learn more about how we can help you determine the right strategy in the Philippines.