2025 TECHNOLOGY INNOVATION LEADER

Enhancing Customer Impact Through Powerful Technology Integration

RECOGNIZED FOR BEST PRACTICES IN THE GLOBAL OUTSOURCING INDUSTRY

FROST & SULLIVAN

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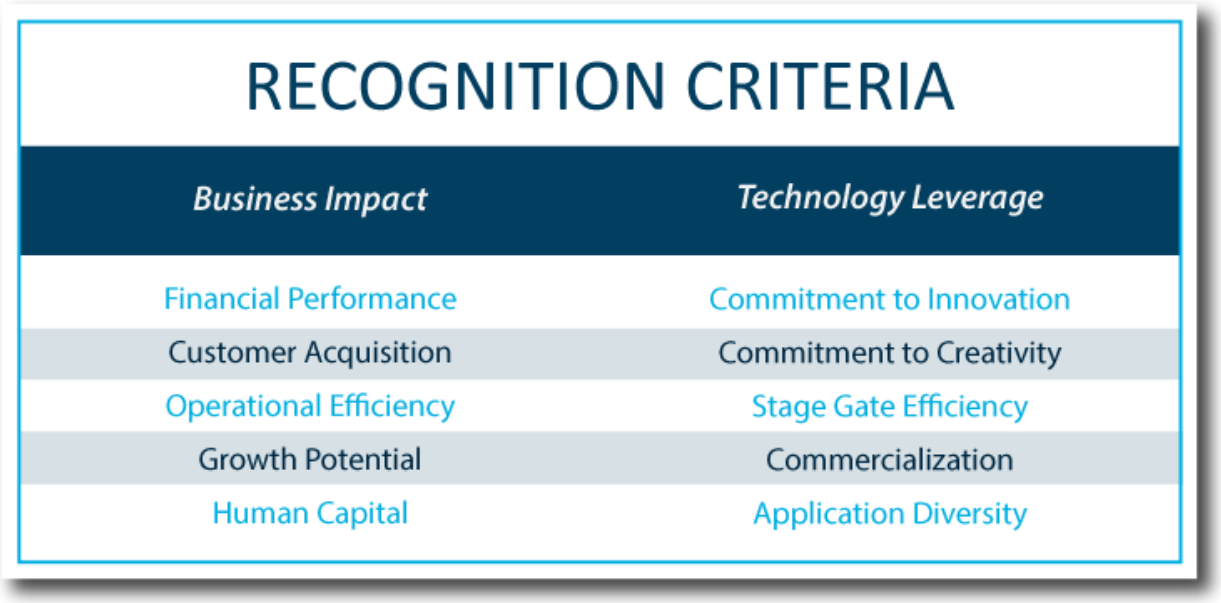
Best Practices Criteria for World-class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. TP excels in many of the criteria in the global outsourcing space.



Top Transformations Impacting Growth in the Global Outsourcing Industry

Frost & Sullivan continues to track the highly competitive global business process outsourcing (BPO) market against the backdrop of an ever-changing, digital transformation landscape. Outsourcers are trying to adapt to this shifting digital setting to address an array of new challenges, improve customer experience (CX) and employee experience (EX), and drive revenues and customer loyalty.

Advancements in technology are reshaping how businesses drive productivity, and equip workforces with the right tools. Below are the top 10 current global business challenges and trends:

- Optimizing AI to reduce costs while increasing efficiencies
- Offloading repetitive, low-value transactions to AI
- Investing in digital technologies for omnichannel service, automation, AI, and virtual assistants
- Increasing use of AI for personalization and automation
- Developing analytics and insights to drive business outcomes
- Reducing high attrition
- Installing robust security prevention, detection, and mitigation protocols
- Focusing on employee experience (EX) as a driver for improved CSAT and NPS
- Increasing government compliance and regulatory complexity, including GDPR
- Deploying highly developed CCaaS platforms and solutions in the cloud Closing sales and follow-up activities
- Recruiting, hiring, and training new sales talent

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- Employing modern, AI-enabled digital sales tools

Commitment to Innovation

TP is considered a global leader in digital business service delivery. C-level executive leadership at TP continues its long-standing commitment to innovation for its clients:

"*In this new era of integrating AI-powered solutions into CX management, TP is investing in value-added services to help our clients design, analyze and deploy AI-powered solutions and accelerate their CX transformation*,"

- Daniel Julien, Chairman and Chief Executive Officer of TP Group

TP's high-tech, high-touch approach demonstrates the company's commitment to blending technology, human empathy, and global best practices. Powered by advanced analytics, excellent automation platforms and consulting expertise, TP is better able to deliver more compassionate, human-centered CX and Technology Services to clients.

At a glance

- 8000+ digital practitioners globally with consulting, tech, AI, data, and marketing skills
- Global strategic tie-ups with Microsoft, Google, AWS, ServiceNow, Salesforce and Sprinklr
- Strategic partnership with emerging leaders in Agentic Artificial Intelligence (AI) EMA and Parloa
- Global capabilities with deep expertise in the Google security stack.
- Strategic partnership with SanasGold Partner of Genesys, the world leader in CCaaS
- Platinum partner of Kore.ai, the world leader in Conversational AI
- Global strategic partner of CallMiner, the world leader in Conversational Intelligence

Application Diversity

TP's comprehensive, AI-powered service portfolio ranges from front-office customer care and back-office functions to comprehensive technology and IT services that enable digital transformation. This includes trust and safety services that help defend online users, while protecting brand reputation. TP also offers a range of specialized services such as collections, language interpretation and localization, visa and consular services, and recruitment process outsourcing services.

TP's broad range of technology services demonstrates its wide and deep application diversity:

- AI Enablement & Intelligent Automation
- IT Service Management portfolio
- Cloud-as-a-Service (CaaS)
- Managed infrastructure Services
- ServiceNow Services
- Contact Center as-a-Service (CCaaS)
- Application Services Data Services
- Managed IT infrastructure Services
- Security as-a-Service (SECaaS) © Frost & Sullivan 2025 8 Technology solutions, in partnership with

top-tier solution providers, include:

- E2E IT Management Solutions
- Microsoft Azure Platform solutions
- Amazon Connect – Contact Center Platform solution
- Genesys Cloud CX – Contact Center Platform solution
- NICE CXone – Contact Center Platform solution ServiceNow Platform solutions Sprinklr Unified CXM – Contact Center Platform solution
- Conversational AI by Kore.ai & Cognigy
- Enterprise Agentic AI Solutions (Microsoft, Ema, Parloa)
- Security solutions powered by the Google Security stack
- Data Engineering and Analytics solutions.
- TP Interact powered by CallMiner

Security as a Service

TP has emerged as a leading company with high organic and inorganic growth and a long history of delivering innovative and secure solutions and technology services (including consulting) to enhance client processes. As an example, TP is the only CX Management BPO that offers

Security-as-a-Service (SECaaS) as a stand-alone service offering. SECaaS and managed security services (MSS) enhance organizational security by using expert teams, advanced technologies and dedicated resources. This reduces IT workload while ensuring robust protection against evolving cyber threats while enabling outsourced monitoring, detection, prevention, and response to incidents. For clients seeking an assessment of the effectiveness of its internal security apparatus/polices, TP offers **Security Risk Assessment-as-a-Service (SRAaaS).** This offering provides a detailed evaluation of a client's organization's systems, processes, and infrastructure to identify and address potential security risks.

> *"Given its deep industry experience with thousands of experts utilizing advanced analytics, TP is helping clients identify process gaps, navigate market shifts and better understand how to meet ever-changing customer needs while utilizing modern AI technologies."*
>
> ***- Michael DeSalles, Principal Analyst***

The TP SECaaS and SRAaaS profile consists of:

Source: TP

For businesses, maintaining global robust security protocols, practices and policies is extremely challenging; both from a network and facility-based perspective. Building access/egress violations, insider agent fraud, criminal hacking and customer scams top the list of security threats. **TP Protect** is TP's proprietary and patented technology that provides rule-based, real-time security alerts and granular Data Loss Protection controls. With its dynamic and customer tailored framework, TP Protect empowers

customers to detect and respond to security threats, prevent data breaches and fraudulent activities, and monitor real-time workforce system activity. It supports the design of a modern, advanced compliance/governance model that prioritizes safety for both on-site and remote employees.

Another serious challenge in the outsourcing industry is the global shortage of IT and cybersecurity personnel. With the SECaaS solution, clients can access top security experts by subscribing to TP's on-demand staff augmentation services. This capability enhances clients' defenses with assigned specialists in monitoring, incident response, threat intelligence, and security architecture. The benefits to clients include:

- Efficiently filling IT/Security team vacancies
- Reducing overhead and cost with a focus on company growth

Ensuring strong, reliable security for the entire enterprise organization. TP's SECaaS offer clients a comprehensive cloud-first security strategy encompassing enterprise-level vulnerability, tracking and remediation, cryptography, data loss prevention and data privacy.

High Brand Loyalty and Client Customer Satisfaction

Frost & Sullivan research shows that clients are seeking enduring partnerships with their outsourcing providers. Frost & Sullivan believes that TP has done an excellent job in building lasting relationships with clients that accelerate the growth of their companies and the strength of their brands, while ensuring that commerce and technology advance to benefit economies worldwide.

TP serves a wide diversity of industries and boasts one of the largest and most diversified client bases in the outsourcing industry. The company serves the following verticals:

- Healthcare
- Telecommunications, Media, and Technology
- Insurance
- Banking and Financial Services
- Travel, Hospitality, Logistics and Transportation
- Public Sector and Government
- Retail and eCommerce
- Technology
- Automotive
- Energy and Utilities
- Social media, Entertainment and Gaming

Human Capital

TP's strength lies in the quality of its employees and their skill sets. The company comprises a diverse team of more than 8,000 strategists, data scientists, technology enthusiasts, creative minds, and

operations gurus, united by a common purpose: Together, they deliver not only CX services but also comprehensive technology and IT solutions that help clients navigate the complexities of digital transformation to drive customer loyalty and CX excellence.

TP is well known and recognized for the quality of its corporate culture, including awards and rankings it has received based on surveys returned by its employees. Global rankings include:

- 97% of employees work in a certified Great Place to Work® location
- Ranked #7 among the 25 World's Best Workplaces™
- Recognized for 4 years as a 25 World's Best Workplace™
- Recognized on Fortune's list of 100 Best Companies to Work For®

TP is involved in various social and environmental initiatives, emphasizing sustainability and ethical practices. TP makes it a priority to positively impact the communities where it operates. The company's brand design is consistent with TP's four core attributes: People, Processes, Technology, and Domain expertise.

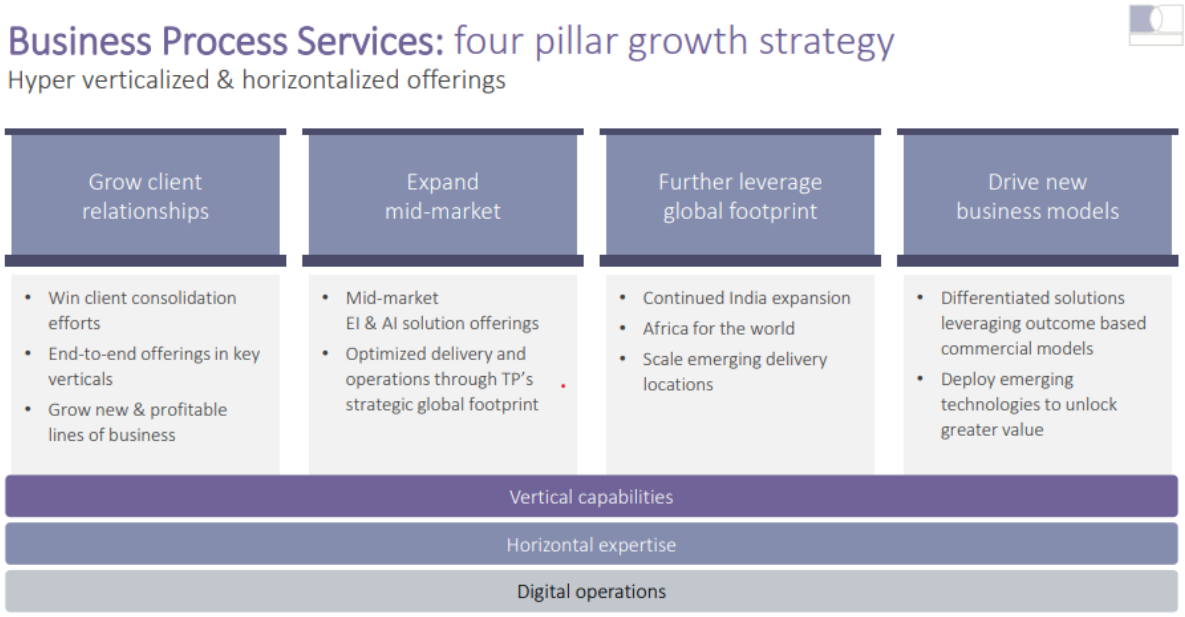
Growth Potential

Four key strategies propel TP's global growth:

- Customer base expansion
- Enhanced solution offerings,
- Sustained delivery of exceptional services
- Fostering a Great Place to Work® culture.

As shown in the illustration from the annual 2024 global results report, TP expects continued growth in 2025 driven by vertical capabilities, horizontal expertise and digital operations:

> *"In February 2025, TP partnered with Sanas AI to deploy real-time accent neutralization and translation solutions. The AI-driven tool improves speech clarity, reduces miscommunication, and enhances CX in offshore locations."*
>
> ***- Michael DeSalles, Principal Analyst***



Source: TP Annual Report 2024

As the global leader in digital business services, TP has demonstrated revenue, profit growth and margin expansion over the last 10 years. It has also successfully managed several acquisitions in order to expand the TP global business portfolio. TP is positioned for sustainable growth, given that future IT services revenues represent a strategic long-term opportunity to drive shareholder value. TP plans to invest 100 million Euros in AI partnerships in 2025. This will expand client offerings and new revenue streams under TP.ai solutions and TP.ai data services.

In February 2025 Teleperformance officially adopted "TP" as its commercial brand, driven by strong recognition from its clients, embodying:

- Tech/Touch and partnership
- Transformation and performance
- Thought and passion

Conclusion

TP's technology services offer clients an AI-enabled suite of customized applications alongside comprehensive technology services, helping assist, augment, and automate customer contact operations as well as enable broader digital transformation. TP's deep vertical and horizontal domain expertise forms the bedrock of its industry-leading global delivery platform. The platform is powered by expert TP professionals in nearly 100 countries, serving more than 170 markets in more than 300 languages and dialects. TP's capability to orchestrate emotional intelligence (EI) and AI technology, is transforming customer experiences with empathy, augmentation, and automation. With its strong overall performance and promising growth potential, TP earns Frost & Sullivan's 2025 Technology Innovation Leadership (TIL) recognition in the global Outsourcing industry.

What You Need to Know about the Technology Innovation Leadership Recognition

Frost & Sullivan's Technology Innovation Leadership Recognition is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Recognition Analysis

For the Technology Innovation Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Technology Leverage

Commitment to Innovation: Continuous emerging technology adoption and creation enables new product development and enhances product performance

Commitment to Creativity: Company leverages technology advancements to push the limits of form and function in the pursuit of white space innovation

Stage Gate Efficiency: Technology adoption enhances the stage gate process for launching new products and solutions

Commercialization: Company displays a proven track record of taking new technologies to market with a high success rate

Application Diversity: Company develops and/or integrates technology that serves multiple applications and multiple environments

Business Impact

Financial Performance: Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

Customer Acquisition: Customer-facing processes support efficient and consistent new customer acquisition while enhancing customer retention

Operational Efficiency: Company staff perform assigned tasks productively, quickly, and to a high-quality standard

Growth Potential: Growth is fostered by a strong customer focus that strengthens the brand and reinforces customer loyalty

Human Capital: Leveraging innovative technology characterizes the company culture, which enhances employee morale and retention

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

		VALUE IMPACT	
STEP		WHAT	WHY
1	**Opportunity Universe**	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	**Transformational Model**	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	**Ecosystem**	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	**Growth Generator**	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	**Growth Opportunities**	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	**Frost Radar**	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	**Best Practices**	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	**Companies to Action**	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at http://www.frost.com.

The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

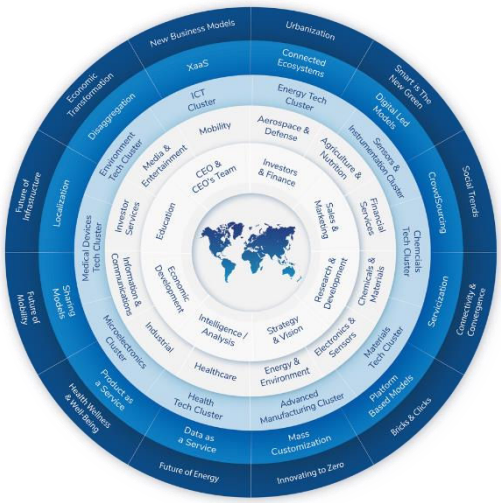
Learn more.

Key Impacts:

- **Growth Pipeline:** *Continuous Flow of Growth Opportunities*
- **Growth Strategies:** *Proven Best Practices*
- **Innovation Culture:** *Optimized Customer Experience*
- **ROI & Margin:** *Implementation Excellence*
- **Transformational Growth:** *Industry Leadership*

The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- Megatrend (MT)
- Business Model (BM)
- Technology (TE)
- Industries (IN)
- Customer (CU)
- Geographies (GE)