



TELUS International

Customer experience innovation powered by next-gen digital solutions

At TELUS International, we empower the human experience through digital enablement, agile and lean thinking, spirited teamwork, and a caring culture that puts customers and the value of

human connection first. Fueling any stage of company growth, we design, build and deliver high-tech, high-touch customer experiences powered by next-gen digital solutions.



✓ Quick facts

Established: **2005**
 Team members: **32,000+**
 Countries of operation: **10**
 Languages supported: **40+**
 Community investment: **Five Community Boards contribute \$500,000 annually to local charities**

President & CEO:
Jeffrey Puritt
 Ownership:
Subsidiary of TELUS Communications Inc. and Baring Private Equity Asia

Our value to you

Digital CX innovation to support business growth and transformation

The latest CX technology including Bots, Intelligent Automation, Social, Mobile, Analytics and Cloud

A caring culture backed by the highest industry team member engagement; 86% as measured by Aon

An industry track record partnering with the world's most respected brands

Ownership of the full digital CX journey - design, build, deliver, operate and optimize

End-to-end solutions fueling all stages of customer growth and engagement

One of the lowest employee attrition rates in the industry; up to 50% below competitors

Lean, agile, human-centered design focused on putting customers first

Human-empowered AI to deliver the best high-tech, high-touch experiences

Support in over 40 languages with flexible delivery models (dedicated, shared, or co-located)

Global management expertise with 70% of our leaders Lean Six Sigma trained

CX & IT delivery centers

United States | Canada | Guatemala | El Salvador | Ireland | Bulgaria | Romania | Philippines | China | India

Industries served



Fast-growing tech



Fintech & financial services



Gaming



Healthcare



Information & communications technology



Travel & hospitality

CX & DX solutions

Customer Experience (CX):

Every touchpoint is a brand-building opportunity. Our CX solutions include Customer Care, Technical Support, Social Media & Content Moderation, Sales Growth & Retention, and Healthcare/Patient Experience.

Advisory Services: Carve out a competitive edge with our tailored, “out of the box” thinking. Specialized services are available for Data Analytics, Business Process Excellence, Learning Excellence, Workforce Management, Process Transformation, and Digital Consulting.

Digital Experience (DX):

Combine the best of technology and human-centered design. Our DX solutions include AI & Bots, Omnichannel, Mobility, Cloud Contact Center, Platform Transformation, and UX & UI.

Risk Solutions: Reduce the risk of fraud and noncompliance. Our risk solutions include Trust & Safety, Verification, Compliance Screening, Trend Management, Know Your Customer (KYC), Anti Money Laundering (AML), and Fraud Management.

IT Lifecycle: Deploy the best IT talent, technology, time to market, and cost optimization. Solutions include IT Service Desk, Application Development, Testing & QA, Infrastructure Management, Internet of Things (IoT), and Enterprise Platform Services.

Back Office: Our back-office solutions are designed to streamline your customer administration needs to drive both productivity and performance. Solutions cover Robotic Process Automation (RPA), Finance & Accounting, and Supply Chain Management.

Recent awards & recognition

- Awarded Gold at IT World Awards for best IT Software, BI & Analytics
- Named Cisco Cloud Partner of the Year
- Received a 5-star distinction on the IAOP Global Outsourcing 100 list
- Won ICMI Outsourcing Provider of the Year
- Recognized as a Major Contender on the 2018 Everest Group Contact Center Outsourcing PEAK Matrix™
- Named to the Financial Times 1000 fastest growing companies in Europe
- Recognized as an Achievers 50 Most Engaged Workplaces in North America
- Recognized as a Chief Learning Officer ‘LearningElite’ Gold Organization



Let's connect!

Interested in learning more from one of our CX leaders? Drop us a note, and we'll be in touch:

telusinternational.com/contact

Take a virtual site tour and be inspired to visit us soon!

