TELUS International

Customer experience (CX) 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 and AI solutions.

✓ Quick facts

Established: **2005**	Clients: **650+**
Team members: **> 75,000**	Community investment: **Five Community Boards contribute $500,000 annually to local charities**
Countries of operation: **32**	
CX languages supported: **50+**	President & CEO: **Jeffrey Puritt**
Data annotation languages and dialects: **500+**	Listed: **NYSE & TSX: TIXT**

Our value to you

Digital CX innovation to support business growth and transformation	The latest technology, including robost generative AI capabilities and expertise.	A caring culture backed by high industry team member engagement; 76% as measured by Kincentric	
An industry track record partnering with the world's most respected brands	Ownership of the full digital CX journey	End-to-end solutions fueling all stages of customer growth and engagement	Strong team member tenure driving better CX outcomes
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 50 CX languages and over 500 data annotation languages and dialects	Global management expertise with a focus on Lean Six Sigma practices

DELIVERY CAPABILITIES

Austria	Bosnia & Herzegovina	Brazil	Bulgaria	Canada	China	Costa Rica	Czechia	Denmark	El Salvador	Finland
France	Germany	Guatemala	India	Ireland	Japan	Latvia	Morocco	Philippines	Poland	Portugal
Romania	Singapore	Slovakia	South Africa	South Korea	Spain	Switzerland	Türkiye	United Kingdom	United States	

TELUS® International

INDUSTRIES SERVED

Technology & Games

Communications & Media

Fintech & Ecommerce

Travel & Hospitality

Healthcare

Automotive

Banking, Financial Services & Insurance

SOLUTIONS

AI Data Solutions: Fuel your AI with human-powered data backed by the latest AI training data technology. Our data annotation solutions cover 500 languages and dialects across all major data types, including sensor fusion for advanced computer vision models.

Customer Experience (CX): Every touchpoint is a brand-building opportunity. Our CX solutions include Customer Care, Tech Support, Customer Aquisition, CX Managed Services and Fuel iX.

Digital Experience (DX): Combine the best of tech and human-centered design. Our DX solutions include AI & bots, omnichannel CX, Cloud Contact Center, UX & UI and our GenAI Jumpstart accelerator.

Trust & Safety: Actively manage risk, reputation, security and safety. Our solutions include Social Media and Content Moderation along with Fraud Prevention & Detection services such as

Know Your Customer (KYC), Anti-Money Laundering (AML), ID Verification and Fraud Investigation.

Advisory Services: Carve out a competitive edge. Specialized services are available for Digital Strategy, CX Process Consulting, Data & Customer Analytics, Workforce Management, Learning Excellence and Business & Process Transformation.

IT Lifecycle: Deploy the best IT with cost optimization. Solutions include Cloud & Platform Services, App Dev & Management, QA & Testing, System Operations, IT Service Desk, Internet of Things (IoT) and Enterprise Platform Services.

Back Office & Automation: Streamline your customer administration needs. Solutions cover Robotic Process Automation (RPA), Talent Acquisition (RPO), Finance & Accounting and Supply Chain / Procurement Outsourcing.

AWARDS & RECOGNITION

- Achievers 50 Most Engaged Workplaces - 2023
- IAOP Global Outsourcing 100 - 2023
- Excellence in Customer Service Award - 2023
- Fast Company's Best Workplaces for Innovators - 2023
- AI Breakthrough Awards for Best Informational Bot - 2023

- "Leader" in the IDC MarketScape: Worldwide Data Labeling Software Vendor Assessment - 2023
- Nexus Illuminate Awards: Nearshore Company of the Year - 2023
- "Leader" on PEAK Matrix® assessment for Customer Experience Management (CXM) Services in the Americas - 2023
- Stevie® Awards for Great Employers - 2023

Let's connect!
Interested in learning more from one of our digital 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!

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