

TELUS Digital

Customer experience (CX) innovation powered by next-gen digital solutions

At TELUS Digital, 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:	~ 78,000	Community investment:	Five Community Boards contribute \$500,000 annually to local charities
Countries of operation:	31	President & CEO:	Jason Macdonnell
CX languages supported:	50+	Listed:	NYSE & TSX: TIXT
Data annotation languages and dialects:	500+		

Our value to you

Digital CX innovation to support business growth and transformation

The latest technology, including robust generative AI capabilities and expertise

A caring culture backed by high industry team member engagement

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	Türkiye	United Kingdom	United States		

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 Contact Center Outsourcing, Management Services and Fuel iX, our enterprise grade AI engine.

Digital Services: Taking ownership of the digital customer journey, our experts design, build and deliver solutions that include AI and RPA, intelligent bots, Contact Center as a Service (CCaaS),

cloud and platform services, app development and management, digital workplace solutions and more.

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.

Consulting: Optimize your customer journey and the internal workflows required to power your business. Specialized services are available for GenAI, digital strategy and CX process consulting.

AWARDS & RECOGNITION

- IAOP Global Outsourcing 100 - 2024
- “Leader” on Everest Group’s PEAK Matrix® assessment for Customer Experience Management (CXM) Services in the Americas - 2024
- AI Breakthrough Award for Best Informational Bot - 2024
- Excellence in Customer Service Award - 2024
- Achievers 50 Most Engaged Workplaces - 2023
- Fast Company Best Workplaces for Innovators - 2023
- “Leader” in the IDC MarketScape: Worldwide Data Labeling Software Vendor Assessment - 2023
- Nexus Illuminate Awards: Nearshore Company of the Year - 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:

telusdigital.com/contact