

November , 2025

Foundever



A foundation of expertise. Ever evolving.

Started in

1994

Founded with an entrepreneurial spirit...

From our origins as Groupe Acticall built by co-founders Laurent Uberti and Olivier Camino

With a heritage of supporting customer experiences for

+40 years

... and grounded in proven CX expertise...

Backed by long-term shareholders, Creadev, we've grown as a global brand, both organically and through strategic acquisition of global CX providers in 2015 and 2021



2023

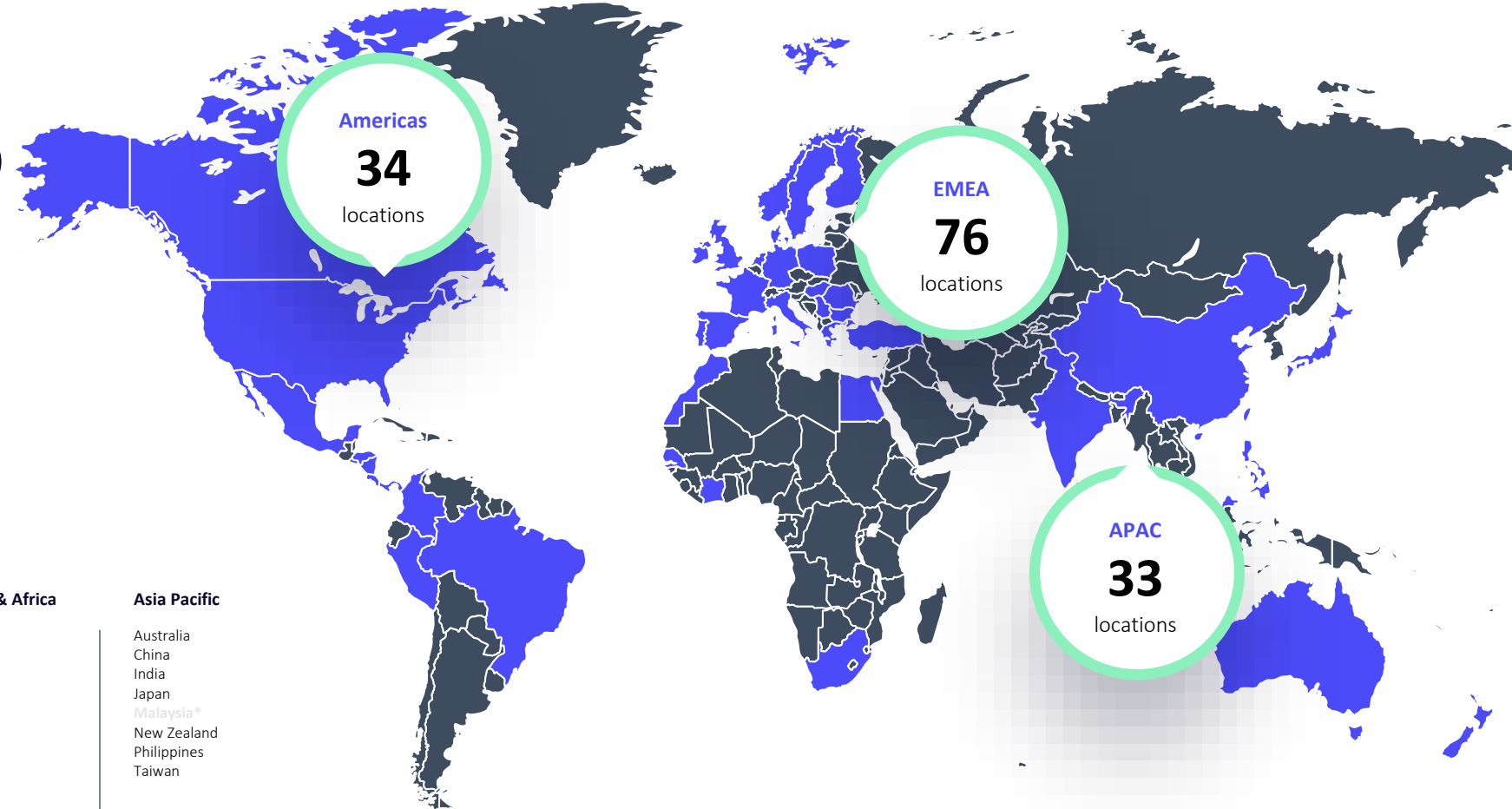


...today, we're an innovative CX leader

Combining global scale, award-winning culture and digital know-how, we're creating the future of CX for the world's leading brands

Truly global

Connect CX to a world of experience



Americas

Brazil
Canada
Colombia
Costa Rica
El Salvador
Honduras
Mexico
Nicaragua
Panama
Peru*
United States

Europe

Bulgaria
Cyprus
Denmark
Finland
France
Germany
Greece
Hungary
Ireland
Italy
Luxembourg
Netherlands
Norway
Poland
Portugal
Romania
Serbia
Spain
Sweden
Turkey*
UK

Middle East & Africa

Egypt
Ivory Coast
Morocco
Senegal
South Africa*

Asia Pacific

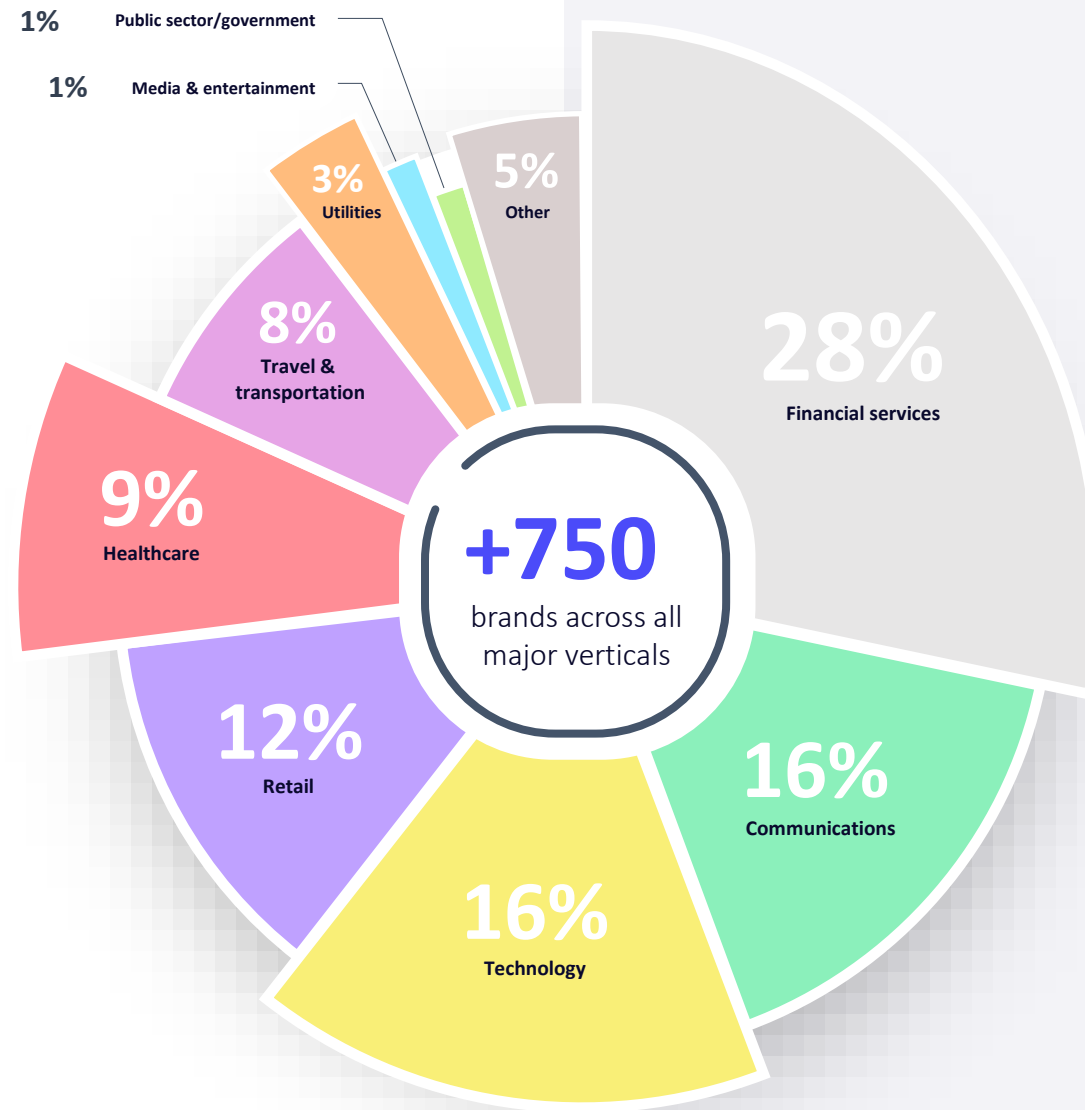
Australia
China
India
Japan
Malaysia*
New Zealand
Philippines
Taiwan

* Countries in indigo are new locations in 2023

Vertical expertise

Your industry is our expertise

The top 10 customers in our portfolio represent just over 25% of our 2022 revenue — pointing to a well-diversified customer and vertical concentration





02

Location Overview

Portugal

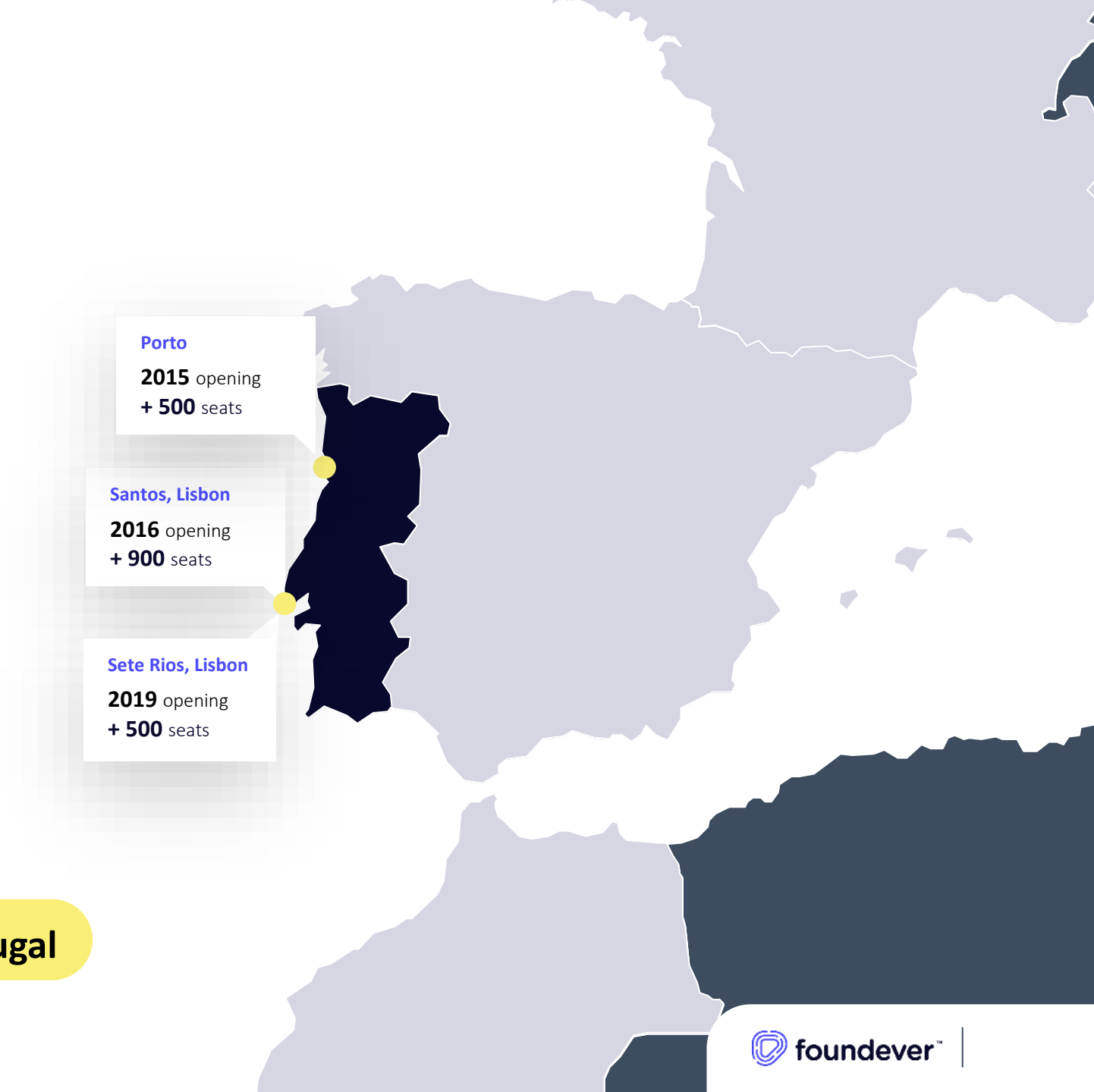
Foundever is operating in Portugal since 1999 and have three physical locations in strategic premium areas, one in Porto and two in Lisbon. Established delivery locations offering breadth and depth of skills with high maturity for multilingual contact center services. Local, Pan-European and Global organizations choose our multilingual centers in Portugal due to our capability of creating more value for money, while providing native speakers with the required flexibility.

Supporting best-loved brands

Personalized learning & development

AI Enabling Excellence

All positions require being based in Portugal



Our locations

Workplaces designed to engage

➤ Immersed in our client's brand

We work with our clients to develop brand immersive environments that are an extension of your culture

➤ Workplaces to be proud of

Recognized by Comparably as a company with the coolest office layout, our workplaces are surprisingly different from the traditional contact center

➤ At the heart of the community

With places to connect, share and learn for employees and for those wishing to develop in the CX industry





Create your best Moments

People are our core business and are the driver of your Customer Experience.



Growth

Career opportunities
Job stability & security
Internal Mobility
New hard skills for life
New soft skills for life
Education and training



Wellbeing

Flexible working schedules
Work from Home
On-site experiences
EverBetter wellness program



Belonging

Flat Organisation
Supportive teams
Caring Culture
Open Communication
Living our values
Communities



Purpose

Impact sourcing
Jobs in distressed areas
Education programs
Charity programs
Spreading Wellness
Environmental consciousness

Supported by



EverConnect

We offer a range of benefits designed to make a positive impact on our associate's life and help them thrive.

- Welcome team to support with a smooth transition)
- Accomodation support
- Travel expenses paid
- Attractive starting Salary & Complements (Tenure, Skill, etc)
- Referral Bonuses
- Monthly Performance Bonus
- Private Health Insurance & Doctor & Nurse Onsite
- Employee Discounts
- Hub Amenities (Gym, Playroom, etc) and Wellness Programme