

October , 2023

Foundever



01

We are 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

Key global facts

Foundever at a glance

We're one of the largest customer
experience companies in the world

Foundever combines global strength and scale with the
agile, entrepreneurial approach of our founder-led culture.

170K

associates
across the globe

+60

languages
supported

9M

customer experiences
delivered daily

45

delivery
countries

+750

brands partner
with Foundever

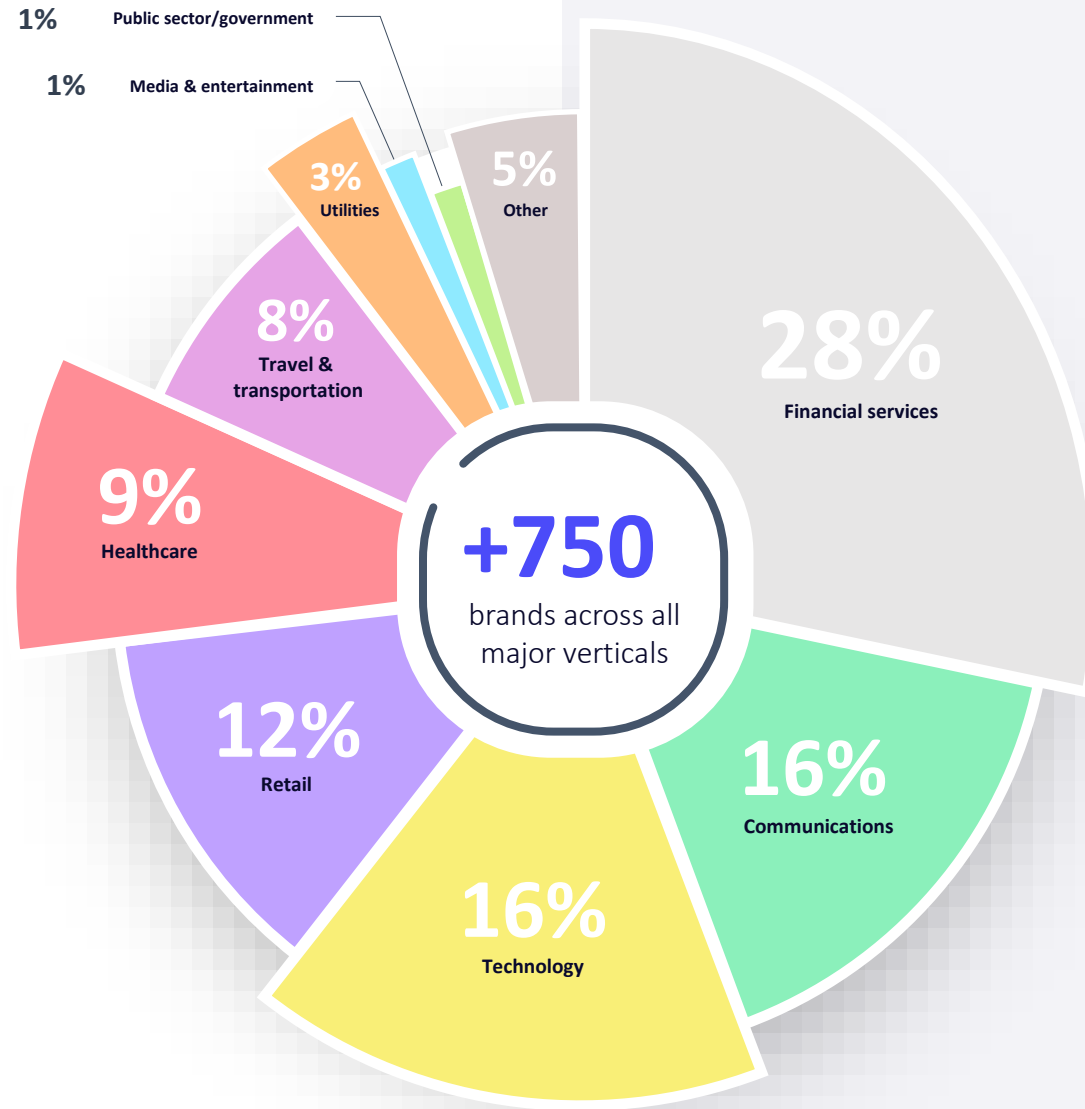
57%

of our team
working from home

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.

+2,000

seats

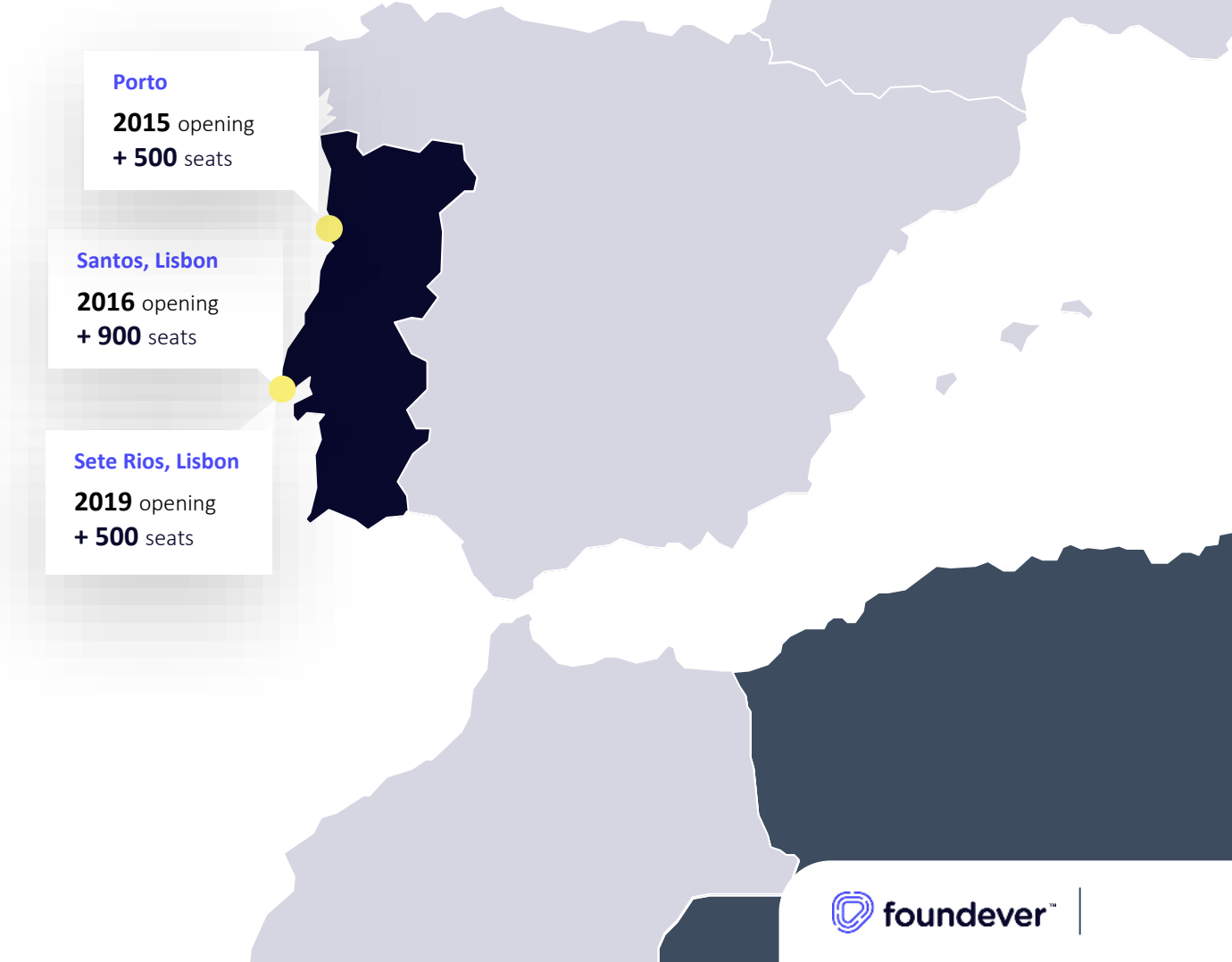
3

locations

+20

languages

Supporting best-loved brands including:



Our locations

Workplaces designed to engage

➤ Immersed in our clients brand

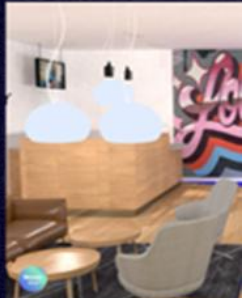
We work with our clients to develop brand immersive environments that are an extension of your culture

➤ 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







Attracting the right talent

People are our core business and are the driver of your Customer Experience. We invest in our organization to attract the right talent for you.



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

Our Solution for you also includes the below benefits

- Attractive starting Salary & Complements
- Signing & Referral Bonuses
- Monthly Performance Bonus
- Paid Vacations & Paid Lunch Break
- Meal Allowance
- Private Health Insurance & Doctor & Nurse Onsite
- Employee Discounts
- Hub Amenities (Gym, Playroom, etc) and Wellness Programme



Foundever



♥ 1,505 likes