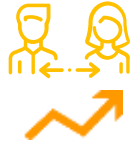




Shared Service Center established in **2007**



5800+ FTEs

2021	16% Expected Growth
2020	5879 FTEs
2019	4497 FTEs +30.7%
2018	3424 FTEs +31%



Scope of Service Pre-sales (market research), sales (customer acquisition, inbound - outbound sales), post sales (customer behavior prediction, debt collection, chat support, IVR), (translation, telemarketing, teleservices, CRM outsourcing, big data analysis)



Countries served – **North America, Europe, Africa Middle East**



Moving Forward Around 57% of TP Egypt employees serve the Europe & the US and 40% serve the Middle East market in 6 different verticals

TP Egypt plan to reach 6800+ by 2021 end

TP Egypt is recognized as a first class Multilingual Hub thanks to its general set up in addition to the number of delivered languages and served countries..



Currently 3900+ Egyptian professionals support more than 80 countries in 25 different languages & dialects through 6 channels of interactions

Moustafa Fahmy, Egypt & UAE CEO