

Life-Saving COVID-19 Services for Governments, Countries, and Communities Around the World

COVID-19 has tested the limits of local and countrywide government agencies. With infection rates once again on the rise, continued contract tracing, citizen testing, and symptom monitoring remain crucial. Plus, with viable vaccines on the horizon, a third wave of support needs is just around the corner. However, most government agencies are ill-equipped to ramp support services up and down quickly or at such a scale scale.

Identify Process and Support Needs to Streamline Patient Support

To continue providing the public with essential health services they need, governments must address these common pain points:

Ultra-Fast Implementation

Reduce delays in support with a rapid deployment model.

Privacy and Confidentiality

Protect patient data with our extensive security software, multi-factor authentication tools, and device lockdown protocols.

Scale Quickly to Meet Surging Support Needs

Easily scale up or down as support needs and volumes change.



Transform and Scale Your Public Services to Save Lives

With decades of experience supporting government agencies around the world, Teleperformance has the industry expertise, proven practices, and strict protocols to deliver robust public safety services.

Our End-to-End Solutions

- Citizen hotlines for healthcare protocols and restrictions
- Contact tracing
- Vaccination services
- Citizen unemployment programs
- Economic support programs for businesses
- Repatriation services



Test



Track



Trace



Care



Vaccinate

Essential COVID-19 Services in Action

A Local Government Ministry of Health in the European Union, in partnership with Teleperformance, launched COVID-19 inbound and outbound lines to support public testing services.

Already provided COVID-19-related support services in **14 countries**

1,400+ agents were hired and trained in less than two weeks

95% inbound line for test appointments

Outbound calls for negative test results delivered within **5-10 hours**

97% of inbound calls are handled

Teleperformance's Global Presence

- Over **40 years** of experience and leadership in the BPO market
- More than **330,000 employees**
- Serving over **170 markets** in 80 countries

[Click here](#) to read more about Teleperformance's COVID-19 services, or [connect with us](#) to discuss how we can best serve your needs.

