



AI Operations as-a-Service

Addressing the Growing Need for Online Data Management

Defend your Brand's Online Presence With AI-Powered Solutions

Every day, people using digital platforms generate more than 2.5 quintillion bytes of data that must be identified, processed, and labeled. As a result, all brands with an online presence are facing a rapidly growing need for online data management to properly identify, tag, label, and categorize video, audio, text, and image files.

So, filtering and moderating the influx of user-generated content has become a business imperative. However, the extra headcount, training, and AI-driven technology needed to establish an in-house team of content experts is not cost-efficient for most companies.

Operational Rigor

Our highly passionate and motivated content experts are equipped with targeted training, practical learning, cultural alignment, and technological enablers. They review millions of items each week, including text, videos, pictures, ads, and more.

Unmatched Scale to Support Customers Anywhere

Dedicated, native language speaking content experts can deliver services wherever you need them, from anywhere in the world. Our state-of-the-art Multilingual Hubs and remote Cloud Campus teams can quickly scale up or down as business needs change.

Advanced, Industry-leading AI Capabilities

We have deep expertise working across all industries and understand how to preserve brand integrity and user experience by balancing data analytics and AI algorithms with human understanding and empathy.



9,500

dedicated content experts



54

languages supported



35m

content labeling reviews



75m

content moderation
reviews per month



95%

accuracy achieved



AI Operations as-a-Service

Addressing the Growing Need for Online Data Management

An Effective, High-Tech and High-Touch Approach

A leader in digital business services, advanced technologies, and operational excellence, Teleperformance has pioneered a highly effective model.

Our teams of content experts apply human values, technical know-how, problem-solving skills, and user insights to increase the accuracy of Machine Learning algorithms, eventually reducing and eliminating the need for human intervention.

Operational Rigor

- User-generated content moderation
- Application and developer support
- Data annotation
- Data tagging and labeling
- Data triaging
- Data cataloging
- Data classification

Types of Content Reviewed

- Text
- Videos
- Images
- Audio
- GIFs

