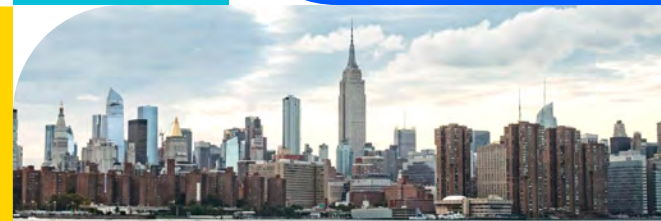




► Human + Tech Partnership in the Hyper-Digital Era

How TaskUs leveraged its human-empowered technology and innovation amid a pandemic

September 2021



► Who We Are

MISSION:

To empower people to deliver
ridiculous innovation
to the world's best companies

Innovative
Clients



Digital
Identity

Frontline-
First

► Whom We Rock With



**Content
Streaming &
Security**

**EdTech &
E-Learning**

**Online
Marketplace &
eCommerce**

**Social
Networking &
Collaboration**

**Travel &
Mobility**

Hi-Technology

**FinTech &
InsurTech**

**HealthTech,
Wellness &
Telemedicine**

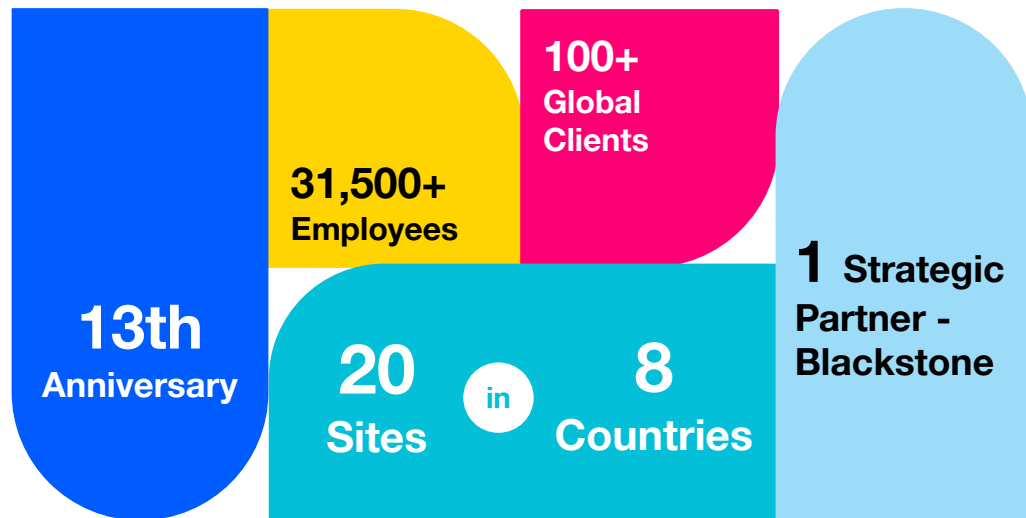
Gaming

**On-Demand
Services**

**Venture
Capital**



► TaskUs By-the-Numbers





► Cirrus

Leveraging our cloud-first approach
during shift to remote-work



Cirrus mirrors our Human+Tech partnership

because we prioritized our employees' health and safety amid the pandemic while also giving them all the technical resources they needed to continue their work for our clients.



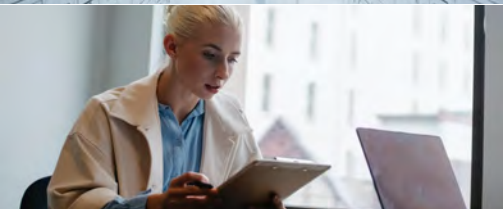
► Our Client Testimonials



**Telemedicine
Platform, Website,
and App**



**Industry-Leading,
Self-Storage
Company**



**Health Data
Company**



**Japanese
eCommerce
Company**

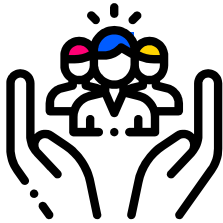
"We were blown away by TaskUs's speed to act, methodical planning & confidence, and prioritization of teammates' health and safety above all else. **They were ahead of their competitors, solving problems that we haven't considered."**

"We are very pleased with the way TaskUs managed the shift to remote work. They moved so quickly in less than 24 hours."

"TaskUs is light years ahead of its competition. Their efforts show the quality of service we receive."

"We are so grateful that you guys are still at it in keeping the lights on for all of our customers, from about 15,000 tickets, now the CX queues are just around 400 tickets. **You guys have wonderful productivity and customer service.** We appreciate all the time and effort that you're putting in during this time of pandemic."

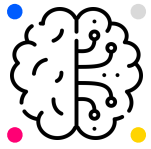




► People-First Culture and Digital Innovation



► Our Super Teammates



mindset for client
success and growth



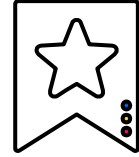
passion for product



cultural affinity



knowledge on various
technical platforms



mastery of
objection handling



► Digital Innovation Solutions and Tech Products

3 categories of our innovation and automation solutions:



AutomateUs is a suite of solutions that's about enabling better workflow through process automation - either full automation or hybrid automation.

AssistUs is all about increasing the productivity and accuracy of our teammates through automation tools.

ConnectUs is a framework for internal productivity and management tools to aid our team. This is where we have built automation solutions that help our support staff.

► TaskUs Innovation In Action



Omni Supervisor

RPA enabled productivity alert system designed to support W@H managers



Tasks Per Hour increase from 2.77 to 3.68



TAGALL!

Browser extension to highlight and contextualize key terms



Processing time improvement of 13%
Accuracy improvement of 6%



CX Chatbot

Browser based chatbot leveraging NLP for suggested answers



Avg. Handle Time reduction of 20%
CSAT improvement of 5%

► The Results



Expertise

We specialize in the unique, disruptive industry segments of our clients. We build teams of experts, process, and tools for each segment.

Culture

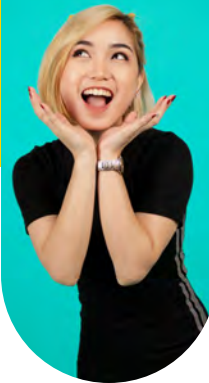
We have a built culture that feels much more like our tech clients than the service providers we compete with.

Speed

We are **agile, flexible and responsive**. Our clients are growing exponentially. We understand “speed matters.”

- Industry-leading **Employee Net Promoter Score (eNPS) of 72 and Client Net Promoter Score (cNPS) of 75** in 2020; improved performance meeting key KPIs
- TaskUs had a **voluntary attrition rate of 15%** in 2020, which was remarkably low for the outsourcing industry





► The future work is **Human,**

but **Tech** is the enabler and the differentiator in the new world.

September 2021

