

President Paul Kagame on Wednesday met with top executives from Teleperformance, a global technology company that uses artificial intelligence (AI) to deliver customer and business services.

The delegation included Daniel Julien, founder and CEO of Teleperformance, and Deputy CEO Thomas Mackenbrock. The meeting took place at the president's office in Village Urugwiro on April 9, 2025, according to a statement posted on the office's official X account (formerly Twitter).

Founded in Paris in 1978, Teleperformance has grown into one of the world's largest customer experience and digital service company. It operates in more than 100 countries, employs over 420,000 people, and generates \$8.4 billion in annual revenue.

According to *Forbes*, the company handles more than half of all global customer service interactions in its sector and is recognized for promoting employee well-being and gender equality in the workplace.

Teleperformance has increasingly integrated AI into its services to help clients improve performance and achieve long-term goals. Company leaders say AI is helping them deliver faster, more sustainable results.

Their visit to Rwanda comes as the country ramps up investment in AI and other emerging technologies to drive economic growth. Last week, Rwanda officially launched a new AI-powered health data center aimed at improving national healthcare services. The launch coincided with an international summit on the role of AI in Africa's development.

The meeting with Teleperformance signals Rwanda's continued push to attract top global tech partners and expand its digital economy.