



TaskUs Named a Leader in Everest Group's Trust and Safety Services PEAK Matrix® Assessment 2024

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NEW BRAUNFELS, Texas--(BUSINESS WIRE)--Apr. 10, 2024-- [TaskUs, Inc.](#) (Nasdaq: TASK), a leading provider of outsourced digital services and next-generation customer experience to the world's most innovative companies, was recognized as a Leader in Everest Group's Trust and Safety Services PEAK Matrix® Assessment 2024 for the second consecutive year. The recognition reflects the growth and accomplishments of TaskUs' solution offerings within the trust and safety industry as increasingly diverse content formats, nuanced regional content moderation services, and the dynamic regulatory landscape, as a whole, continue to rapidly evolve.

To determine its assessments, Everest Group, a global research firm, analyzed the vision, delivery capabilities, and market successes of 27 leading trust and safety providers who can help enterprises solve their current challenges as they adapt to evolving requirements. These organizations have specialized trust and safety capabilities developed through a unique and consistent service delivery blueprint at a time when the demand for data annotation and AI support services has increased as enterprises continue to explore the use of generative AI for content creation and moderation.

Everest Group has assessed TaskUs as one of five Leaders in 2024. The Everest Group's Data Trust and Safety Services PEAK Matrix® Assessment 2024 includes the following:

- Invest in strengthening all-around Trust and Safety capabilities. Leaders are focused on becoming strategic partners of enterprises.
- Possess deep domain and industry expertise. To increase the efficiency of their delivery, they are investing in technology solutions.
- Leverage their superior analytics capabilities and have set up a dedicated practice to monitor the evolution of Trust and Safety policies.
- Leverage their scale of operation and delivery presence across onshore, nearshore, and offshore locations to cater to the varied strategic requirements of clients. They have strong capabilities to moderate content in a variety of languages and content types.

"TaskUs provides trust and safety services to buyers from almost all major industry verticals across different content types – text, audio, image, and video," says Abhijnan Dasgupta, Practice Director, Everest Group. "TaskUs has made strategic investments in technology solutions, focused on areas such as annotation, labelling, brand safety, policy compliance, workflow management, and automation. Through both internal development and partnerships, these investments complement its human moderation offerings to meet the needs of clients. It continues to strengthen its wellness capabilities through in-house interventions and partnerships with specialized tech providers and its Wellness-as-a-Service model. These are some of the factors that have contributed to TaskUs strengthening its positioning as a Leader in Everest Group's Trust and Safety Services PEAK Matrix® 2024."

"We are excited to see TaskUs yet again positioned as a Leader," said Rachel Lutz-Guevara, Division Vice President of Trust and Safety at TaskUs. "To be included as a Leader among a very small group of influential organizations further demonstrates the superior analytical and monitoring capabilities that we aim to deliver to our clients as we witness the evolution of trust and safety policies on a global scale."

Phil Tomlinson, Senior Vice President for Global Offerings at TaskUs, said, "We are grateful to Everest Group for their acknowledgment of our leadership in the Trust and Safety space. Through our organization's investments in TaskGPT, safety and bias testing, and more, we remain committed to delivering true value to our clients as we advance our mission to ensure a safer online world."

TaskUs was also recently recognized as a Leader in Everest Group's [Data Annotation and Labeling \(DAL\) PEAK Matrix® Assessment 2024](#), [FCC Operations PEAK Matrix® Assessment 2024](#), a Major Contender in Everest Group's [Customer Management PEAK Matrix® Assessment 2023 for EMEA](#), and a Leader and Star Performer in Everest Group's [Trust and Safety Services PEAK Matrix® Assessment 2023](#).

To learn more about TaskUs, visit <https://www.taskus.com>.

About TaskUs

TaskUs is a leading provider of outsourced digital services and next-generation customer experience to the world's most innovative companies, helping its clients represent, protect, and grow their brands. Leveraging a cloud-based infrastructure, TaskUs serves clients in the fastest-growing sectors, including social media, e-commerce, gaming, streaming media, food delivery and ride-sharing, Technology, FinTech, and HealthTech. As of December 31, 2023, TaskUs had a worldwide headcount of approximately 48,200 people across 28 locations in 12 countries, including the United States, the Philippines, and India.



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Source: TaskUs, Inc.