



Concentrix CMS in High Tech

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in high tech industry sector profile on Concentrix is a comprehensive assessment of Concentrix's high tech sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the high tech sector and identifying vendor suitability for CMS RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

Concentrix Corporation (Concentrix) is a wholly owned subsidiary of SYNEX Corporation (NYSE:SNX), a public company. Concentrix is headquartered in Fremont, California and began operations in 1984.

It provides customer care, technology, analytics, process optimization, and business improvements for its clients. Concentrix has operations in 24 countries, and has ~54k employees supporting clients in ~40 languages. Concentrix supports the following industries: banking and financial services, healthcare and pharmaceutical, insurance, technology, consumer electronics, retail and e-Commerce, government and public sector, media and communications, automotive and travel, transportation, and tourism.

NelsonHall estimates that Concentrix has ~11k dedicated agents supporting its CMS high tech clients from its global delivery centers.

Concentrix provides a range of offerings to the high tech sector, including:

- Customer care
- Community forum moderation
- Sales
- Technical support
- Parts management
- Renewals management
- Warranty support
- Analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of Concentrix's high tech sector CMS offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- Analysis of the profile of the company's CMS high tech sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's high tech sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS high tech sector clients.



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Report Length

10 pages

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