



Concentrix Customer Management Services

Vendor Assessment
Report Abstract

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10 pages

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Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on Concentrix is a comprehensive assessment of Concentrix's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS 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 SYNnex Corporation.

In May 2014, SYNnex completed the acquisition of IBM's customer care business for an estimated \$505m, adding ~35k CMS employees, ~40 delivery centers in 24 countries, and ~170 clients to Concentrix's portfolio. The acquisition added scale for Concentrix, and made it a \$1.2bn business and a top ten global CMS BPO provider. Concentrix also obtained industry capabilities in banking, healthcare and insurance, sectors in which it had not previously operated.

Concentrix has operations in 25 countries, with close to 90 locations and ~70k employees (NelsonHall estimates over 60k CMS staff) supporting customers in over 40 languages.

It offers customer management services in:

- Customer care
- Technical support
- Sales generation
- Fulfillment and back-office
- Consulting and analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of Concentrix's CMS offerings and capabilities, and market and financial strengths, 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 customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.



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Report Length

10 pages

CMS Vendor Assessments also available for:

Aegis, Alorica, Capita, CSS Corp, EGS, Hewlett Packard Enterprise, HGS, Firstsource, Intelenet, Minacs, Sitel, Sutherland, Sykes, Tech Mahindra, Teleperformance, TeleTech, Transcom, transcocosmos, Webhelp, Wipro, WNS, Xerox