



TeleTech CMS in Retail Banking Vendor Assessment

Report Abstract

November 2016

By Vicki Jenkins
Customer Management Services (CMS)
Industry Sector Analyst
NelsonHall

7 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the retail banking 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

TeleTech Holdings, Inc. (TeleTech) is a public company with headquarters in Englewood, Colorado, U.S. It was founded in 1982 by the current CEO, Kenneth D. Tuchman, to provide inbound customer care; Kenneth Tuchman still has 65% ownership in the company. TeleTech was listed on NASDAQ in 1996; at that time it had ten contact centers in the U.S, two in the U.K., and one each in Australia and New Zealand, with ~5k stations and revenues of ~\$50m (at end of 1995). From 1998 to 1999, it opened contact centers in Scotland, Canada, Argentina, and Brazil; at that time it also announced a joint venture with the Ford Motor Company, called Percepta.

In 2006, TeleTech expanded into South Africa.

TeleTech offers outsourced customer management services (CMS), contact center technology, and strategy consulting. Across all industries, it has ~44k employees in 67 contact centers, with ~35k workstations in 17 countries, providing support in 49 languages.

TeleTech is utilizing both brick and mortar and work at home agents (WAHA) to support its CMS retail banking clients.

Scope of the Report

The report provides a comprehensive and objective analysis of TeleTech's retail banking 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 retail banking customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's retail banking sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS retail banking sector clients.



Contents

- | | |
|----|--------------------------------------|
| 1. | Background |
| 2. | Revenue Summary |
| 3. | Key Offerings |
| 4. | Delivery Capability and Partnerships |
| 5. | Target Markets |
| 6. | Strategy |
| 7. | Strengths and Challenges |
| | 7.1 Strengths |
| | 7.2 Challenges |
| 8. | Outlook |

Report Length

7 pages

Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com

Sales Contact

Guy Saunders

guy.saunders@nelson-hall.com