



Teleperformance CMS in Retail Industry Sector

Vendor Assessment
Report Abstract

June 2013

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9 pages

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Who Is This Vendor Assessment For?

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

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

The Teleperformance Group (Teleperformance) is a French-headquartered company offering outsourced customer relationship management (CRM) and contact center services.

The company has ~70 retail sector clients and is positioning itself to offer premium-level contact center services in the retail sector through its Platinum service.

Current Teleperformance retail clients include:

- American multinational direct-selling retailer
- French-based multinational grocery chain
- German-based wholesale retailer
- Global high-end clothing lines
- U.K.-based department stores.

Teleperformance's CMS offerings for retailers include customer experience, sales revenue generation, collections and technical support.

Scope of the Report

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



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Report Length

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CMS in Retail Vendor Assessments Also Available for:

Aegis, Sitel, Serco, Sutherland Global Services, Transcom, Xerox Services