Wipro
CX Services in Energy and Utility

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Customer Experience Services in Energy and Utility on Wipro is a comprehensive assessment of Wipro's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS 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

Wipro DO&P has ~75 sector clients including energy producers, energy and gas utilities, water utilities, digital utilities, oil companies, and engineering and construction companies. In total it has ~9.9k employees supporting the vertical.

Scope of the Report

The report provides a comprehensive and objective analysis of Wipro customer experience services offerings and capabilities, and market and financial strengths in the energy and utility sectors, 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 sites.

Contents

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Customer Experience Services in Energy and Utility Vendor Assessments also available for:

Alorica, Atento, Capita, Comdata, iQor, TCS, WNS, Unisono