



iSON BPO Multi-channel CMS: Delivering Digital Customer Experience

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Multi-channel Customer Management Services (CMS); Delivering Digital Customer Experience profile on iSON BPO is a comprehensive assessment of iSON BPO'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

iSON BPO (iSON) is a private customer management services provider headquartered in Lagos, Nigeria.

The company supports inbound and outbound voice over assisted and automated channels; digital channels such as chat, messaging, social media monitoring and customer engagement; face to face sales in retail shops; and back-office processes in the contact center.

Scope of the Report

The report provides a comprehensive and objective analysis of iSON BPO CMS multi-channel 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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3. Key Offerings

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5. Target Markets

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 - 7.1 Strengths
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Report Length

8 pages

CMS Multi-channel Vendor Assessments also available for:

Aegis, Capgemini, Concentrix, CSS Corp, HGS, Firstsource, Infosys BPO, Intelenet, Sitel, Sutherland, Sykes, TaskUs, Teleperformance, TeleTech, Transcom, Webhelp, WNS, Xerox Services.