



Arvato Customer Experience Services in Travel, Transport, and Hospitality

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Customer Experience Services in Travel, Transport, and Hospitality profile on Arvato is a comprehensive assessment of Arvato'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

Arvato began supporting the travel, hospitality, and transportation sector in 1991 and provides customer care, sales, loyalty management, campaign management, crisis services, knowledge management, and social media support. Its clients include airlines, OTAs, travel agents, car rental companies, airports, and frequent flyer programs. It has ~1.7k employees supporting the sectors on 27 sites in 15 countries, providing services in 13 languages.

Arvato provides customer care, revenue generation, back-office analytics, and consulting services to the travel, hospitality, and transportation sector. It has a focus on loyalty management, where it has built experience since 1993, and currently provides the service across sub-segments in the travel space. Arvato also offers industry-specific services such as crisis management, irregular operations management, and special queues such as 24/7 Amadeus helpdesks for airlines' front-offices.

Scope of the Report

The report provides a comprehensive and objective analysis of Arvato customer experience services in travel, transportation, and hospitality 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 sites.



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Report Length

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Customer Experience Services in Travel, Transport, and Hospitality Vendor Assessments also available for:

Alorica, EXL, Mindpearl, Intelenet, InterGlobe, Sitel, Sutherland, TCS, Tech Mahindra, Teleperformance, TeleTech, Transcom, Wipro, WNS.