

Customer Experience Services Transformation

ArvatoConnect

Report Abstract

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By Ivan Kotzev

Lead CX Services Analyst

NelsonHall

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Who is this Vendor Assessment for?

NelsonHall's CX Services Transformation profile on ArvatoConnect is a comprehensive assessment of ArvatoConnect's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CX services and identifying vendor suitability for content moderation, trust and safety, and content development RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the CX services sector.

Key Findings & Highlights

ArvatoConnect leverages its CX services and BPS expertise in both the private and public sectors and its agility as a flexible player to transform customer journeys with quick pilots. The company is integrating intelligent automation, intelligent decisioning, and process mining solutions with a human in the loop with the objective of growing its digital revenue.

Outsourcing clients looking for a provider with advanced intelligent automation practice with comprehensive framework, IP, and deployments across domains and verticals and investments in automated QA and compliance for regulated industries, should especially consider this profile on ArvatoConnect.

Scope of the Report

The report provides a comprehensive and objective analysis of ArvatoConnect's CX Services Transformation offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

CX Services Transformation Vendor Assessments also available for:

Alorica

Atento

Concentrix + Webhelp

Conduent

Firstsource

Foundever

HGS

Infosys BPM

IntouchCX

Movate

ResultsCX

Sigma Connected

TaskUs

Tech Mahindra

Teleperformance

Transcom

WNS.

About The Author

Ivan Kotzev is NelsonHall’s Customer Experience (CX) Services Lead Analyst, with global responsibility for CX services research and client support.

Known for his keen analytical ability and knowledge of the latest developments in CX services delivery and transformation, Ivan assists clients worldwide in understanding and getting the most from CX services across areas including analytics, social media, omnichannel integration, and multi-process CX. Ivan is also a leading voice on how automation is revolutionizing the customer experience.

Ivan can be contacted at:

- Email: ivan.kotzev@nelson-hall.com
- X (Twitter): [@IvanK_NH](https://twitter.com/IvanK_NH)



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

29 Rose Hill
Binfield,
Bracknell,
RG42 5LH
Phone: +44 (0)203 514 7522

Paris

115 rue de Reuilly,
75020 Paris
Phone: +33 (0)6 23 81 17 54

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