



Hewlett Packard Enterprise Customer Management Services

Vendor Assessment
Report Abstract

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8 pages

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Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on Hewlett Packard Enterprise is a comprehensive assessment of Hewlett Packard Enterprise'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

HPE Services acquired its current customer management services capability through the \$13.9bn acquisition of EDS in 2008. EDS brought to HP a well-established BPO business in which customer management services was a major component.

HPE Services provides customer support, sales and marketing support services, and contact center services embedded within wider BPS contracts such as F&A, healthcare administration, document management, HRO and ITO.

It offers customer management services in:

- Customer care
- Sales
- Technical support
- Fulfillment and back-office
- Consulting and analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of Hewlett Packard Enterprise's CMS 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

6. Strategy

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 - 7.1 Strengths
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8. Outlook

Report Length

8 pages

CMS Vendor Assessments also available for:

Aegis, Alorica, Capita, Concentrix, CSS Corp, EGS, HGS, Firstsource, Intelenet, Minacs, Sitel, Sutherland, Sykes, Tech Mahindra, Teleperformance, TeleTech, Transcom, transcosmos, Webhelp, Wipro, WNS, Xerox Services.