



Intelenet Digital CX Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Digital Customer Experience Services on Intelenet is a comprehensive assessment of Intelenet'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

In June 2018, Teleperformance announced the acquisition of Intelenet from PE Blackstone for a total consideration of \$1bn. The transaction is expected to close by end September 2018.

Scope of the Report

The report provides a comprehensive and objective analysis of Intelenet digital customer experience services 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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1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Delivery Capability
 - 4.2 Platforms and Intellectual Property
 - 4.3 Commercial Model

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

11 pages

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

Aegis, Alorica, Arvato, Atento, C3, Capita, Comdata, Concentrix, Conduent, Convergys, DXC Technology, iQor, HGS, Sitel, Sutherland, SYKES, TaskUs, TCS, Tech Mahindra, Teleperformance, Transcom, transcosmos, TTEC, WNS, VXI