



# TeleTech CMS in High Tech

## Vendor Assessment

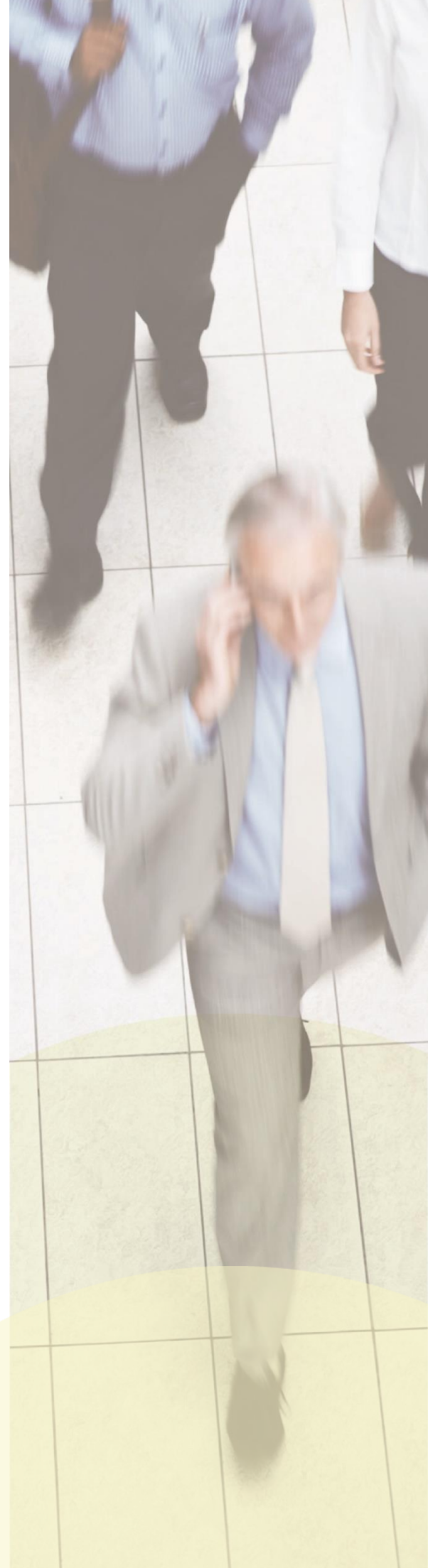
Report Abstract

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9 pages

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## Who Is This Vendor Assessment For?

NelsonHall's CMS in high tech industry sector profile on TeleTech is a comprehensive assessment of TeleTech's high tech sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the high tech sector 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

TeleTech is a U.S. based company with headquarters in Englewood, Colorado. It offers outsourced customer management services (CMS), contact center technology, and strategy consulting. It was founded in 1982 by its current CEO, Kenneth D. Tuchman.

Across all sectors, TeleTech currently has ~42k employees working from 59 contact centers in 25 countries, and providing support in 52 languages.

TeleTech has ~4.5k dedicated agents supporting its CMS high tech clients from the following delivery locations: the U.S., the Philippines, Mexico, and Brazil.

TeleTech provides a range of offerings to the high tech sector, including:

- Customer care
- Sales
- Technical support
- Service set-up
- Analytics
- Digital marketing solutions.

## Scope of the Report

The report provides a comprehensive and objective analysis of TeleTech's high tech sector CMS offerings, capabilities, and market and financial strength, 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 CMS high tech sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's high tech sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS high tech sector clients.



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## Report Length

9 pages

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