TeleTech
Customer Management Services

Vendor Assessment
Report Abstract

April 2016

By Ivan Kotzev
Industry Sector Analyst
NelsonHall

10 pages

Who Is This Vendor Assessment For?

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

TeleTech Holdings, Inc. (TeleTech) is a public company with headquarters in Englewood, Colorado, U.S. In 2013, TeleTech launched Humanify, a 40 employee subsidiary with offices in Denver, Austin, and Boston, developing and selling cloud based customer experience tools. Its first product was EXPERTconnect, a proprietary cloud based multi-channel platform which enables clients to invite customers to build personal profiles matching them to relevant resources (e.g. offering a differentiated service to high value customers).

TeleTech offers outsourced customer management services (CMS), contact center technology, and strategy consulting. It has ~44k employees in 67 contact centers, with ~35k workstations in 17 countries, providing support in 49 languages.

It offers customer management services in:

- Customer care

- Sales

- Technical support

- Consulting and analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of TeleTech'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.

Contents

Report Length

10 pages

CMS Vendor Assessments also available for:

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