



# Webhelp Customer Management Services

Vendor Assessment  
Report Abstract

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11 pages

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## Who Is This Vendor Assessment For?

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

Webhelp SAS (Webhelp) is a private outsourcing provider headquartered in Paris, France, and founded in 2000. In November 2015, Webhelp announced that the American private equity firm KKR and Webhelp's management team would buy a controlling stake in the company from Charterhouse. This so-called secondary buyout, for an undisclosed amount, is expected to close in early 2016.

Webhelp offers CMS, payment and credit management services, as well as digital and marketing services. It has ~30k employees in 81 delivery centers in 21 countries.

It offers customer management services in:

- Customer care
- Sales
- Technical support
- Fulfillment and back-office
- Collections.

## Scope of the Report

The report provides a comprehensive and objective analysis of Webhelp'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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## Report Length

11 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, TeleTech, Transcom, transcosmos, Wipro, WNS, Xerox