



Webhelp Cognitive CX Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Cognitive Customer Experience Services report on Webhelp is a comprehensive assessment of Webhelp'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

Webhelp is actively using M&A to expand its technology capabilities. With the acquisition of PiTech Plus, it is adding back-office RPA and software development in-house, expanding its third-party partnerships. This acquisition complements the company's transition to cognitive process automation.

Scope of the Report

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

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