



# **Xerox Services Transforming Customer Management Services Through Analytics**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

NelsonHall's Transforming Customer Management Services (CMS) Through Analytics profile on Xerox Services is a comprehensive assessment of Xerox Services' 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

Xerox Services offers analytics in CMS as a value add. Its CMS analytics capabilities include quality management, WFM, and operational analytics resources embedded within operations; analysts, developers, and consultants within WDS, a consulting subsidiary; as well as scientists and researchers within the four Xerox research centers. These centers are in the U.S. (PARC), Europe (XRCE), Canada (XRCC) and India (XRCI). XRCE was created in 1993 with a focus on analytics.

Xerox Services offers analytics in customer management services in:

- Data management
- Reporting
- Analysis
- Predictive and prescriptive analytics
- CX consulting.

## Scope of the Report

The report provides a comprehensive and objective analysis of Xerox Services' CMS analytics 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

9 pages

## CMS Analytics Vendor Assessments also available for:

Concentrix, CSS Corp, Firstsource, HGS, Intelenet, Minacs, Pivotal Analytics, Sutherland, WNS.