



VIP Desk WAHA Services

Vendor Assessment
Report Abstract

September 2011

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9 pages

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Who Is This Vendor Assessment For?

NelsonHall's WAHA services profile on VIP Desk is a comprehensive assessment of VIP Desk's WAHA offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of customer management services (CMS) to serve organizations 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

This NelsonHall vendor assessment analyzes VIP Desk's offerings and capabilities in WAHA services. VIP Desk is one of a number of WAHA services companies analyzed in NelsonHall's comprehensive industry analysis programs.

Key Findings & Highlights

VIP Desk is a U.S.-based customer management and concierge services company based in Washington DC. Founded in 1997, the company began offering customer management services in 2004.

VIP Desk is owned by International SOS (acquired in December 2010), with overall revenues of \$120m for year ended December 2010.

The company began utilizing the work at home model as a means to capture the requisite agent quality for its premium concierge services. By the year 2000, the company had shifted to an entirely virtual, work at home based structure. In 2004, VIP Desk began undertaking customer management in addition to concierge services.

The company has 1,000 agents as of September 2011 and is operational throughout 44 states in the U.S., with smaller-scale operations throughout Canada.

VIP Desk also has contracts with clients in the following sectors:

- BFSI
- Retail
- Travel
- Automotive.

The WAHA services VIP Desk offers are customer management services (customer acquisition, customer care, technical support) and concierge services. The concierge services incorporate information requests, reservation booking and loyalty services.

VIP Desk uses agents with specific skill sets for some specialized concierge services programs, with more across the board skills required for customer management services.

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- BFSI
- Retail
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- Automotive.

Scope of the Report

The report provides a comprehensive and objective analysis of VIP Desk's WAHA services, 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 customer base including the company's targeting strategy and examples of current contracts
- Key client case studies
- 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

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WAHA Services Vendor Assessments Also Available for:

Alpine

Arise

ARO

NCO

Sitel

Teleperformance

Teletch.