



CSS Corp Transforming Customer Management Services Through Analytics

Vendor Assessment
Report Abstract

September 2016

By Ivan Kotzev
Industry Sector Analyst
NelsonHall

7 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

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

CSS Corp offers analytics as embedded services as part of its CMS offerings, primarily through its proprietary suite of platforms for multi-channel, analytics-as-a-service, and automation platforms.

CSS Corp offers analytics in customer management services in:

- Data management
- Analytics
- Resource optimization
- Predictive and prescriptive analytics
- Consulting and CX analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of CSS Corp's 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.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Delivery Capability
 - 4.2 Platforms and Intellectual Property

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

7pages

CMS Analytics Vendor Assessments also available for:

Concentrix, HGS, Firstsource, Intelenet, Minacs, Pivotal Analytics, Sutherland, WNS, Xerox Services.