Comdata
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 Comdata is a comprehensive assessment of Comdata'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

Comdata's sales approach for digital transformation is led by the CX and digital consulting practice, which targets a range of client stakeholders from COOs and CMOs to operational heads. The company is now setting up client success programs tasked with identifying new cognitive CX opportunities. Using C.Contact orchestration platform, the team will run quick setups and POC to test innovation projects.

Scope of the Report

The report provides a comprehensive and objective analysis of Comdata 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.

Contents

Report Length

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