



Conduent (Formerly Xerox Services) Multi-channel CMS: Delivering Digital Customer Experience

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Multi-channel Customer Management Services (CMS): Delivering Digital Customer Experience profile on Conduent (formerly Xerox Services) is a comprehensive assessment of Conduent'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

As of January 3, 2017, Xerox is splitting into two publicly trading subsidiaries: Xerox for its document technology business (with ~\$11bn revenues), and Conduent (formerly Xerox Services) for business process services.

Conduent Inc. (Conduent) is a \$6.7bn BPS company headquartered in Basking Ridge, NJ, U.S. which is taking over the assets of Xerox Services' BPS division. It has 93k employees and provides customer care services, human resources and learning services, payment services, transaction processing services, transportation services, finance and accounting, and legal business services.

Conduent has ~54k CMS agents in over 160 contact centers in 26 countries, supporting over 30 languages. It has ~400 CMS clients.

It delivers customer care, technical support, sales, retention, loyalty and promotion management, as well as collection services over multichannel. It also provides content development, digitization, analytics, and customer experience consulting with a channel optimization focus.

Scope of the Report

The report provides a comprehensive and objective analysis of Conduent's CMS multi-channel 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

7 pages

CMS Multi-channel Vendor Assessments also available for:

Aegis, Capgemini, Concentrix, CSS Corp, HGS, Firstsource, Infosys BPO, Intelenet, iSON BPO, Sitel, Sutherland, Sykes, TaskUs, Teleperformance, TeleTech, Transcom, Webhelp, WNS.