



Sykes CMS in Telecommunications/ Cable/Satellite

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in telecommunications/cable/satellite industry sector profile on Sykes Enterprises (Sykes) is a comprehensive assessment of Sykes' telecommunications/cable/satellite sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications/cable/satellite sector 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

Sykes Enterprises (Sykes) is a U.S. based company with headquarters in Tampa, Florida. It offers outsourced customer management services (CMS), primarily in support of the communications, financial services, technology, healthcare, travel and retail industries. Sykes has an emphasis on providing inbound technical support and customer care.

Currently, Sykes has 48k employees located in 70 contact centers in 20 countries.

Sykes provides CMS in the telecommunications/cable/satellite sector in support of:

- Customer care: 60% of clients
- Technical support: 30%
- Provisioning: 5%
- Credit management: 5%.

Scope of the Report

The report provides a comprehensive and objective analysis of Sykes' telecommunications/cable/satellite sector CMS offerings, 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 telecommunications/cable/satellite sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's telecommunications/cable/satellite sector CMS offerings and key service components.



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Report Length

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