



TaskUs

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 TaskUs is a comprehensive assessment of TaskUs' 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

TaskUs Inc. (TaskUs) is a private company headquartered in Santa Monica, CA providing BPS services.

TaskUs' multichannel delivery includes traditional voice support, but it primarily delivers customer-facing email and chat and back-office support for digital channels.

Scope of the Report

The report provides a comprehensive and objective analysis of TaskUs 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.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Delivery Capability
 - 4.2 Platforms and Intellectual Property
 - 4.3 Pricing and Commercial model

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

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, Teleperformance, TeleTech, Transcom, Webhelp, WNS, Xerox Services.