



# TeleTech 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 TeleTech is a comprehensive assessment of TeleTech's 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

TeleTech is a U.S. based company with headquarters in Englewood, Colorado. It offers outsourced customer management services (CMS), contact center technology, and strategy consulting. It was founded in 1982 by its current CEO, Kenneth D. Tuchman.

TeleTech provides CMS in support of:

- Customer care
- Analytics
- Voice of customer (VOC) programs
- Sales
- Technical support.

TeleTech provides delivery for its telecommunications/cable/satellite clients from the following locations: the Philippines, U.S., Canada, Brazil, Argentina, Mexico, Costa Rica and U.K.

## Scope of the Report

The report provides a comprehensive and objective analysis of TeleTech's 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
- Analysis of the company's delivery organization including the geography of delivery locations used for telecommunications/cable/satellite sector clients.



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## Report Length

9 pages

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