

Teleperformance CMS in Retail Banking

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in retail banking industry sector profile on Teleperformance is a comprehensive assessment of Teleperformance's retail banking sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the retail banking 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

The Teleperformance Group (Teleperformance) is a French-headquartered company offering outsourced customer management services (CMS) and customer relationship management (CRM). It was founded in 1978 in Paris, France by Daniel Julien, and was listed on the Paris stock exchange in 1987. At the beginning of 2013, the company announced that Paulo Cesar Salles Vasquez would be taking over as CEO, and Daniel Julien would continue as the Executive Chairman.

Teleperformance currently has ~182k employees working from 274 contact centers in 62 countries, providing support in 75 languages. It has ~750 clients across all sectors.

Teleperformance has been supporting credit card companies since 1992 and banking clients since 1997.

Scope of the Report

The report provides a comprehensive and objective analysis of Teleperformance's retail banking 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 CMS retail banking customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's retail banking sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS retail banking sector clients.



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