



Teleperformance Customer Management Services

Vendor Assessment
Report Abstract

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By Ivan Kotzev
Industry Sector Analyst
NelsonHall

16 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on Teleperformance is a comprehensive assessment of Teleperformance'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

In August 2014, Teleperformance acquired Aegis' U.S., Philippines and Cost Rican operations for \$610m.

Teleperformance currently has close to 190k employees working from 311 delivery centers in 65 countries, providing support in 75 languages.

It offers customer management services in:

- Customer care
- Sales
- Technical support
- Collections
- Fulfilment and back-office.

Scope of the Report

The report provides a comprehensive and objective analysis of Teleperformance's CMS 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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1. Background

2. Revenue Summary

3. Key Offerings
 - 3.1 Technology
 - 3.2 Pricing

4. Delivery Capability and Partnerships
 - 4.1 U.S. and Canada
 - 4.2 LATAM and Spain
 - 4.3 France
 - 4.4 DACH
 - 4.5 Nordic states
 - 4.6 U.K.
 - 4.7 Portugal, Italy, Netherlands
 - 4.8 Russia, Ukraine and Africa
 - 4.9 Middle East and Africa
 - 4.10 India
 - 4.12 Philippines
 - 4.13 Rest of APAC

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

16 pages

CMS Vendor Assessments also available for:

Aegis, Alorica, Capita, Concentrix, CSS Corp, EGS, HGS, Hewlett Packard Enterprise, Firstsource, Intelenet, Minacs, Sitel, Sutherland, Sykes, Tech Mahindra, TeleTech, Transcom, transcosmos, Wipro, Webhelp, WNS, Xerox