



Teleperformance 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 Teleperformance is a comprehensive assessment of Teleperformance'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

The Teleperformance Group (Teleperformance) is a major customer management services pure-play.

Teleperformance has ~35 telecommunications/cable/satellite clients. The customer management services that Teleperformance provides in support of its telecommunications/cable/satellite clients include:

- Customer care
- Technical support
- Customer acquisition
- Debt collection
- Sales.

Scope of the Report

The report provides a comprehensive and objective analysis of Teleperformance'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

8 pages

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