



Unisono CX Services in Energy and Utility

Vendor Assessment
Report Abstract

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9 pages

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Who Is This Vendor Assessment For?

NelsonHall's Customer Experience Services in Energy and Utility on Unisono is a comprehensive assessment of Unisono's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS 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 energy and utility, Unisono provides B2B and B2C services such as multilingual customer care, technical support, claims management, inbound and outbound sales, retention services, social media support, collections, billing, order processing and fulfillment. It also offers industry-specific back-office services.

Scope of the Report

The report provides a comprehensive and objective analysis of Unisono customer experience services offerings and capabilities, and market and financial strengths in the energy and utility sectors, 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 sites.



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Report Length

9 pages

Customer Experience Services in Energy and Utility Vendor Assessments also available for:

Atento, Alorica, Capita, Comdata, iQor, TCS, Wipro, WNS