



NCO WAHA Services

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's WAHA services profile on NCO is a comprehensive assessment of NCO's WAHA offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of customer management services (CMS) to serve organizations 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

This NelsonHall vendor assessment analyzes NCO's offerings and capabilities in WAHA services. NCO is one of a number of WAHA services companies analyzed in NelsonHall's comprehensive industry analysis programs.

Key Findings & Highlights

NCO is a U.S.-based customer management and F&A BPO provider. It has operations throughout Europe, Asia Pacific, and the Americas, with active WAHA deployments currently focused in the U.S. (85%) and Canada (15%). At end-December 31, 2010, the company had 30,000 employees throughout 101 centers, and revenues of \$1.481 billion.

NCO offers four WAHA delivery options:

- Blended: a proportion of WAHA with a proportion of brick and mortar
- Pure play: solely home-based agents
- Seasonal: a possible standalone ramp up
- Rebadge: a transition of client staff to a NCO at home model.

NCO hires agents based on specific skills for single, dedicated client engagements. NCO provides increased flexibility through the use of split shifts.

Healthcare is a strong target for NCO, with the company investing in the Protocol acquisition to gain relationships, with a view to up and cross selling accounts receivable and account management services into the sector.

Scope of the Report

The report provides a comprehensive and objective analysis of NCO's WAHA services, 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 customer base including the company's targeting strategy and examples of current contracts
- Key client case studies
- 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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Report Length

9 pages

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WAHA Services Vendor Assessments Also Available for:

Alpine

Arise

ARO

Sitel

Teleperformance

Teletch

VIP Desk.

