

Adobe Experience Cloud Services

Concentrix

Report Abstract

February 2023

Kishore Gorti

Principal Analyst

NelsonHall

7 pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capabilities
 - 4.1. Delivery centers
 - 4.2. Training
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is this Vendor Assessment for?

NelsonHall's vendor profile on Concentrix is a comprehensive assessment of Concentrix's Adobe Experience Cloud offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing IT services suppliers of front-office, Adobe Experience Cloud, and digital transformation applications
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector and examining growth areas within IT services.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Concentrix's offerings and capabilities in Adobe Experience Cloud services.

Concentrix is a publicly owned CX services and technology provider. Its Concentrix Catalyst sub-brand focuses on customer experience (CX) solutions and services. Its offerings span:

- CX consulting and design (CX strategy, experience design, digital transformation, and marketing solutions)
- CX Operations (customer engagement services, content trust & safety, and Work at Home)
- CX Technology services (digital self-service & cloud, cloud engineering, digital engineering, experience platforms, technology & systems integration, analytics & insights, and voice of the customer).

Concentrix has made two acquisitions that have expanded its Adobe capabilities: Tigerspike and PK.

Scope of the Report

The report provides a comprehensive and objective analysis of Concentrix's Adobe Experience Cloud 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.

Adobe Experience Cloud Services Vendor Assessments also available for:

- EPAM Systems
- IBM
- Infosys
- LTI
- Mindtree
- NTT DATA
- TCS.

About The Author

Kishore is a Principal Analyst and a member of NelsonHall's IT Services research team.

Kishore focuses on application services related to cloud-based/SaaS platforms.

Kishore can be contacted at:

- Email: kishore.gorti@nelson-hall.com
- Twitter: @KishoreG_NH



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD
Phone: +44 (0)203 514 7522

Paris

115 rue de Reuilly, 75020 Paris
Phone: +33 (0)6 23 81 17 54

Copyright © 2023 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.