

# Customer Experience Services Transformation

## Concentrix + Webhelp

### Report Abstract

December 2023

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23 pages

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## Who is this Vendor Assessment for?

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NelsonHall's CX Services Transformation profile on Concentrix + Webhelp is a comprehensive assessment of Concentrix + Webhelp's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CX services and identifying vendor suitability for content moderation, trust and safety, and content development RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the CX services sector.

## Key Findings & Highlights

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This NelsonHall vendor assessment analyzes Concentrix + Webhelp's offerings and capabilities in CX Services Transformation.

Concentrix + Webhelp designs, builds, and runs CX from a holistic view of brands, their vision, strategy, and value through to the individual products and services and each customer interaction. It blends strategic with tactical and operational activities, measures the outcomes, and uses the insights to drive continuous improvement across the brands' CX ecosystem. It employs the Catalyst division and Studio 1010 to provide ad-hoc client innovation ideation, managed innovation governance, and offer innovation-as-a-Service. Another part is the organizational change management practice to ensure adoption.

Outsourcing clients looking for a CX services vendor with a transformational framework and capabilities to cut across organizational silos, reaching a unified change should especially take note of this profile on Concentrix + Webhelp.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Concentrix + Webhelp's content transformation offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

## **CX Services Transformation Vendor Assessments also available for:**

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Alorica

Arvato CRM

Atento

Conduent

Firstsource

Foundever

HGS

Infosys BPM

IntouchCX

Movate

ResultsCX

Sigma Connected

TaskUs

Tech Mahindra

Teleperformance

Transcom

WNS.

## About The Author

Ivan Kotzev is NelsonHall’s Customer Experience (CX) Services Lead Analyst, with global responsibility for CX services research and client support.

Known for his keen analytical ability and knowledge of the latest developments in CX services delivery and transformation, Ivan assists clients worldwide in understanding and getting the most from CX services across areas including analytics, social media, omnichannel integration, and multi-process CX. Ivan is also a leading voice on how automation is revolutionizing the customer experience.

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## 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](mailto:guy.saunders@nelson-hall.com)

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