



Webhelp CMS in Telecommunications/ Cable/Satellite

**Vendor Assessment
Report Abstract**

November 2014

**By Vicki Jenkins
Customer Management Services (CMS)
Industry Sector Analyst
NelsonHall**

9 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's CMS in telecommunications/cable/satellite industry sector profile on Webhelp is a comprehensive assessment of Webhelp'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

Webhelp Group (Webhelp) is a French-headquartered private company that was founded in 2000 by Frédéric Jousset and Olivier Duha. It initially offered real-time online assistance for customers new to using the internet. In addition to internet clients, it now supports telecommunications, cable, satellite and retail clients.

Globally, it has 58 locations across 17 countries, with ~22k employees supporting 150 clients.

Webhelp has ~20 CMS telecommunications/cable/satellite clients: eight based in France, eight based in the U.K., one based in Monaco and one in the Netherlands.

The majority of Webhelp's CMS telecommunications/cable/satellite are based in Europe. The company provides CMS in support in a range of offerings including:

- Customer care
- Technical support
- Sales
- Analytics
- Billing/collections.

Webhelp has delivery centers in support of its telecommunications/cable/satellite customers in the U.K., France, South Africa, India, Netherlands, Morocco, Romania, and Madagascar.

Scope of the Report

The report provides a comprehensive and objective analysis of Webhelp'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.



Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capability and Partnerships
5.	Target Markets
6.	Strategy
7.	Strengths and Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

Report Length

9 pages

Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com