



# **Xerox Services Customer Management Services**

**Vendor Assessment  
Report Abstract**

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**12 pages**

**[research.nelson-hall.com](http://research.nelson-hall.com)**





## Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on Xerox Services is a comprehensive assessment of Xerox Services' offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS 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

In January 2016, Xerox announced a split into two companies, one holding its document technology and the other its business process outsourcing business. Today, Xerox Services' CMS operation has ~54k FTEs in 160 contact centers in 26 countries, supporting 30 languages.

It offers customer management services in:

- Customer care
- Sales
- Technical support
- Collections
- Consultancy and analytics.

## Scope of the Report

The report provides a comprehensive and objective analysis of Xerox Services' CMS offerings and 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.



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## Report Length

12 pages

## CMS Vendor Assessments also available for:

Aegis, Alorica, Capita, Concentrix, CSS Corp, EGS, HGS, Hewlett Packard Enterprise, Firstsource, Intelenet, Minacs, Sitel, Sutherland, Sykes, Tech Mahindra, Teleperformance, TeleTech, Transcom, transcosmos, Wipro, Webhelp, WNS.