



# Concentrix CMS in Telecommunications/ Cable/Satellite

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

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

Concentrix Corporation (Concentrix) is a wholly owned subsidiary of SYNEX Corporation. Concentrix is headquartered in Fremont, California and began operations in 1984.

Concentrix has operations in 25 countries, and has ~54k employees supporting clients in ~40 languages throughout ~70 locations. Concentrix provides technical support, customer care, sales and marketing and back office support. It supports clients in the following industries: automotive, banking/financial services, government/public sector, healthcare/pharmaceutical, insurance, communications/media, retail/e-commerce, consumer electronics, technology, and travel/transportation/tourism.

Concentrix has grown through acquisitions over the years. A detailed list of acquisitions is listed in this profile.

Concentrix has delivery centers in support of its telecommunications/cable/satellite clients in India, the Philippines, Americas, and EMEA.

## Scope of the Report

The report provides a comprehensive and objective analysis of Concentrix'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

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2. Revenue Summary

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3. Key Offerings

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4. Delivery Capability and Partnerships

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5. Target Markets

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6. Strategy

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7. Strengths and Challenges
  - 7.1 Strengths

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  - 7.2 Challenges

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8. Outlook

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## Report Length

9 pages

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