



# HP ES Customer Management Services

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's customer management services profile on HP ES is a comprehensive assessment of HP ES's customer management services offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of customer management services (CMS) to serve organizations 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

HP acquired its current customer management services capability through the acquisition of EDS in 2008. On September 23, 2009 "EDS, an HP company" was rebranded "HP Enterprise Services" ("HP ES").

As part of its new strategy for CMS BPO, HP ES is targeting "customer engagement management services", key to which is the company's transformation framework.

HP ES has ~27,000 FTE's across 100 contact centers in 34 countries and provides services in 51 languages.

HP ES has made a number of strategic partnerships and acquisitions in order to enhance delivery capability of its CMS offerings these include:

- Avaya
- Radian6
- Autonomy
- Verint.

This NelsonHall vendor assessment analyzes HP's offerings and capabilities in Customer Management Services. HP is one of a number of Customer Management Services companies analyzed in NelsonHall's comprehensive industry analysis programs.

HP ES groups its CMS offerings into the following activities:

- Customer care
- Sales and marketing
- Technical support

HP ES has 100 contact centers in 34 countries and provides services in 51 languages. Half its CMS staff is located in Asia Pacific.

HP ES is targeting global 1,000 companies, high volumes of customer interactions in complex processes, publicized and declining customer satisfaction. HP ES focus on transformational contracts allowing for integration of pricing structures based around performance as opposed to price per FTE. HP ES leverages its exposure in other BPO services to market its CMS services.

## Scope of the Report

The report provides a comprehensive and objective analysis of HP ES's customer management services, 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 customer base including the company's targeting strategy and examples of current contracts
- Key client case studies
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.



## Contents

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

## Report Length

13 pages

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## Customer Management Services Vendor Assessments Also Available for:

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