



Webhelp CMS in Retail

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in retail profile on Webhelp is a comprehensive assessment of Webhelp's CMS offerings for retailers and capabilities designed for:

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

This NelsonHall vendor assessment analyzes Webhelp's offerings and capabilities in customer management services in the retail sector. Webhelp is one of a number of customer management or contact center services companies analyzed in this contact center services industry analysis for the retail sector.

Webhelp Group (Webhelp) is a French-headquartered company that was founded in 2000. It initially offered real-time online assistance. Later, it integrated call center operations with the acquisition of French contact center operator EOS Contact Centre in 2008, and the British contact center organization HEROtsc in February of 2013.

Webhelp has ~17 customer management services (CMS) retail industry sector clients.

Current retail clients include:

- French telephone and online shopping retailer
- Netherlands-based fashion clothing retail chain
- U.S.-based global cosmetics retailer

Webhelp's (CMS) offerings for retailers include customer care, sales revenue generation, back office and technical support.

Scope of the Report

The report provides a comprehensive and objective analysis of Webhelp's CMS offerings for retailers, 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
- 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

8 pages

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CMS in Retail Vendor Assessments Also Available for:

Aegis, Sitel, Serco, Sutherland Global Services, Transcom, Teleperformance, Xerox Services