



Concentrix Advances in Analytics BPS

**Vendor Assessment
Report Abstract**

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13 pages

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Who Is This Vendor Assessment For?

NelsonHall's Advances in Analytics BPS report on Concentrix is a comprehensive assessment of Concentrix's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of BPS and identifying vendor suitability for BPS 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's analytics practice offers embedded services in BPS and standalone analytics. It specializes in marketing analytics such as campaign management analytics, CX analytics such as VOC analytics, operations analytics such as digital optimization, and risk and compliance analytics such as agent fraud prediction.

Scope of the Report

The report provides a comprehensive and objective analysis of Concentrix analytics 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 sites.



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2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Delivery Capability
 - 4.2 Platforms and Intellectual Property
 - 4.3 Commercial Model

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
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8. Outlook

Report Length

13 pages

Advances in Analytics BPS also available for:

Capgemini, Concentrix, Conduent, Genpact, EXL, Infosys, HGS, NTT Data, Sutherland, Tech Mahindra, WNS