



Concentrix Transforming Customer Management Services Through Analytics

**Vendor Assessment
Report Abstract**

October 2016

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12 pages

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Who Is This Vendor Assessment For?

NelsonHall's Transforming Customer Management Services (CMS) Through Analytics profile on Concentrix is a comprehensive assessment of Concentrix's 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 August 2016, SYNEX completed the acquisition of the Minacs Group Pte. for an estimated \$420m, adding 35 delivery centers in ten countries, with ~15k seats, ~21k employees, and 50 clients to Concentrix's portfolio.

The company offers CMS analytics as both embedded and standalone services.

Concentrix offers analytics in customer management services in:

- Data management
- Reporting
- Analytics
- Predictive and prescriptive analytics
- CX consulting and process optimization
- Marketing analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of Concentrix's CMS 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 locations.



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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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7. Strengths & Challenges
 - 7.1 Strengths
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Report Length

12 pages

CMS Analytics Vendor Assessments also available for:

CSS Corp, HGS, Firstsource, Intelenet, Genii Analytics, Sutherland, WNS, Xerox Services.