



Conduent (Formerly Xerox Services) CMS in Telecommunications

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in telecommunications industry sector profile on Conduent is a comprehensive assessment of Conduent's telecommunications sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications 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

In January 2016, Xerox announced plans to split into two public companies, one holding its document-related technology and services and the other its business process services business (BPS). The separation was completed in January 2017, forming Conduent, the BPS company. Conduent has ~93k employees and ~\$6.5bn in revenue.

Through its Xerox history, Conduent has been supporting telecommunications clients for 25 years.

Scope of the Report

The report provides a comprehensive and objective analysis of Conduent's telecommunications 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 CMS telecommunications sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's telecommunications sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS telecommunications sector clients.



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Report Length

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