

Conversational Commerce

HGS

Report Abstract

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12 pages

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Who is this Vendor Assessment for?

NelsonHall's Conversational Commerce profile on HGS is a comprehensive assessment of HGS' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CX services and identifying vendor suitability for lead generation, new customer acquisition, sales, and retention services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the CX services sector.

Key Findings & Highlights

HGS is repositioning from BPS to business process improvement to drive client organizations to reimagine and 'invent to simplify' legacy ways of working and take advantage of AI solutions. It looks to blend technology services with BPO capabilities to create enhanced experiences for buyers and sales agents and use these optimizations as a guide which processes to transform.

Outsourcing clients looking for a CX services vendor with strong social selling expertise with IP and lead qualification and generation frameworks with large scale client programs, should especially consider this profile on HGS.

Scope of the Report

The report provides a comprehensive and objective analysis of HGS' Conversational Commerce offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

Conversational Commerce Vendor Assessments also available for:

Concentrix

Firstsource

Foundever

iSON Xperiences

IGT

Movate

TP

TELUS Digital

Transcom

WNS.

About The Author

Ivan Kotzev is NelsonHall’s Customer Experience (CX) Services Lead Analyst, with global responsibility for CX services research and client support.

Known for his keen analytical ability and knowledge of the latest developments in CX services delivery and transformation, Ivan assists clients worldwide in understanding and getting the most from CX services across areas including analytics, social media, omnichannel integration, and multi-process CX. Ivan is also a leading voice on how automation is revolutionizing the customer experience.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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