



Intelenet Transforming Customer Management Services Through Analytics

Vendor Assessment
Report Abstract

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By Ivan Kotzev
Industry Sector Analyst
NelsonHall

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research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Transforming Customer Management Services (CMS) Through Analytics profile on Intelenet is a comprehensive assessment of Intelenet'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

Intelenet provides customer management services consulting and analytics through its knowledge management arm. It was founded in 2010 and has ~150 employees globally.

Intelenet offers CMS analytics as both add-ons to its clients and as a standalone service.

Intelenet offers analytics in customer management services in:

- Resource optimization
- Data management
- Reporting
- Predictive and prescriptive analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of Intelenet'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.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Delivery Capability
 - 4.2 Pricing and Contracts
 - 4.3 Platforms and Intellectual Property

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

8 pages

CMS Analytics Vendor Assessments also available for:

CSS Corp, Concentrix, HGS, Firstsource, Minacs, Pivotal Analytics, Sutherland, WNS, Xerox Services.