



Intelenet Multi-channel CMS: Delivering Digital Customer Experience

Vendor Assessment
Report Abstract

June 2017

By Ivan Kotzev
Industry Sector Analyst
NelsonHall

7 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Multi-channel Customer Management Services (CMS); Delivering Digital Customer Experience 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 Global Services (Intelenet) is a private company, founded in 2001 and headquartered in Mumbai.

Intelenet employs ~55k staff across 70 delivery centers in eight countries, supporting ~105 CMS clients in 50 languages. It provides CMS, F&A, knowledge services, and technology services such as infrastructure management.

Intelenet supports voice and digital channels with a focus on text based channels, and has developed a suite of proprietary tools for multi-channel delivery.

Scope of the Report

The report provides a comprehensive and objective analysis of Intelenet's CMS multi-channel 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 Platforms and Intellectual Property

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

7 pages

CMS Multi-channel Vendor Assessments also available for:

Aegis, Capgemini, Concentrix, Conduent, CSS Corp, HGS, Firstsource, Infosys BPO, iSON BPO, Sitel, Sutherland, Sykes, TaskUs, Teleperformance, TeleTech, Transcom, Webhelp, WNS.