

Customer Experience Services in High Tech and Automotive

TTEC

Report Abstract

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Who is this Vendor Assessment for?

NelsonHall's CX Services in High Tech and Automotive profile on TTEC is a comprehensive assessment of TTEC's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CX services and identifying vendor suitability for content moderation, trust and safety, and content development 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

TTEC positions in the automotive sector not as the biggest CX supplier but as a highly specialized provider of managed services and CX technology with intent-level domain expertise that focuses on innovative engagements. Key levers are its practice of bringing executive-level support in operational conversations, the specific automotive JV, and dedicated technology practices.

Outsourcing clients looking for a CX services vendor with extensive domain expertise via a dedicated JV with a leading multinational auto OEM, proactive CX engagement model, and strong sector-specific revenue generation know-how with frameworks and IP, should especially consider this profile on TTEC.

Scope of the Report

The report provides a comprehensive and objective analysis of TTEC's CX Services in High Tech and Automotive 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.

CX Services in High Tech and Automotive Vendor Assessments also available for:

Bosch Service Solutions

Concentrix

Foundever

Konecra Group

Mplus

Movate

Teleperformance

TELUS Digital Experience.

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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