



Teleperformance CMS in High Tech

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

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

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

The Teleperformance Group (Teleperformance) is a French headquartered company offering outsourced customer management services (CMS) and customer relationship management (CRM). It was founded in 1978 in Paris, France by Daniel Julien, and was listed on the Paris stock exchange in 1987.

Across all industries, Teleperformance currently has ~182k employees working from 274 contact centers in 62 countries, providing support in 75 languages. It has ~750 clients across all sectors.

Teleperformance has ~22k dedicated agents supporting its CMS high tech. It utilizes the following delivery locations to support its high tech clients: Europe, North America, Asia Pacific, South America, Africa and several other locations.

Teleperformance has a diverse global client footprint. It provides a range of offerings to the high tech sector, including:

- Customer care
- Sales as a service and cross-sell/up-sell
- Technical support
- Warranty support
- Service set-up
- Field support.

Scope of the Report

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



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