



COMPANY OVERVIEW

Concentrix is a technology-infused global business services company specializing in customer engagement and improved business performance.

CORE PROPOSITION PART 1

We make businesses better.

We provide next generation customer experiences and better business outcomes through technology, design, data, process and people.

Concentrix applies a problem-solving approach that leverages best practices in data, design, technology and optimization to help our clients create market differentiation and build future-proof businesses.

Key business improvements include:

- Customer Advocacy
- Revenue Growth
- Productivity Gains
- Increased Profits
- Market Relevance

CORE PROPOSITION PART 2

We are Different by Design.

We think differently, change conversations and place a lot of bets on things that will enable our clients to deliver more value to customers and stakeholders.

Our capabilities help clients optimize business and create needed disruption:

- Reimagine what great is – every brand can always be better
- Design next generation CX/CE – meet customers in the future, before they get there
- Invest in innovation – deliver more value to customers with every interaction and in every area of business
- Optimize business – gain unique customer insights and improve speed and efficiency for a better bottom line
- Transform – faster, better and more economically than can be done alone or with another partner

What you need in a partner has changed. We didn't invent outsourcing. We made it better. We'll get you where you need to go – faster.

WE DELIVER BUSINESS IMPACT BY

- Leveraging context, experience and best-practice from our partnerships with the world's best brands
 - Differentiating with user-led design, data, analytics and technology
 - Driving efficiencies through technology infused solutions - RPA, Machine Learning and Cognitive AI
 - Building Proof-of-Concepts through contrarian thinking and calculated risks
 - Delivering value fast through "launch, learn, adjust"
 - Consistently focusing on innovation and intelligence (our DNA)
 - Delivering transformation at a pace which matches your business needs and risk/reward preference
 - Providing unmatched global scale and experience
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**CONCENTRIX
CAPABILITIES**
(What we do)

We partner with clients who seek to transform businesses and brands by achieving the impossible.

- Delivering next generation experience and engagement to delight customers
- Optimizing business to continually adapt to market pressures
- Creating needed disruption to stay relevant and achieve better business outcomes

Customer Lifecycle Management

- Digital Marketing Services
- Campaign Management
- Content Production
- Sales and eCommerce
- Customer Care
- Technical Support
- Collections
- Subscription and Renewals
- VIP and Specialty Services
- Content Moderation
- Virtual Self-Service
- Back Office Services

CX/UX Consulting, Strategy, and Design

- Research and Data-driven User Design
- Digital Design
- CX Strategy
- Journey Mapping
- Catalyst Methodology
- Maturity Modelling
- Design Thinking
- Outside-In CX Analysis
- EDGE Process Transformation & Innovation
- Marketing Optimization
- Continuous Improvement Consulting
- Channel and Process Optimization

Analytics & Actionable Insights

- Predictive, Prescriptive, Deterministic Analytics
- Voice of the Customer Software and Services
- Operational Analytics and Integrated CX Insights
- Journey Analytics
- Speech and Text Analytics Insights
- Social Media Analytics
- Sentiment and Emotion Analytics
- Back Office Process Analytics
- Data Integration, Visualization, Real-Time Portal Reporting
- Primary Market Research

Innovation, Technology & Systems Integration

- Omnichannel, CRM Software and Integration
- Social, Messaging, Chat Platforms
- Mobile App Development
- Knowledge Management
- AI driven IVR, Conversational Self Service
- Desktop, RPA and Cognitive Automation
- Multilingual Interaction Hub
- Operations and Agent Enabling Tools (PULSE, ConcentrixOne, eCoaching, Gamification)
- Security, Fraud and Compliance Applications and Biometrics
- Work at Home Platform
- Solv Platform - Gig Economy
- Internet of Things
- Connected Car

**TARGET
VERTICALS**

Retail and eCommerce | Automotive | Healthcare | Banking and Financial Services | Insurance | Technology | Consumer Electronics | Travel and Transportation | Media and Communications | Energy and Public Sector

WHAT WE LIVE BY

Our Vision:

We will be the greatest customer engagement services company in the world, rich in diversity and talent.

Our Culture:

WE ARE FANATICAL ABOUT OUR CLIENTS AND STAFF
WE HAVE HIGH INTEGRITY WITH EXEMPLARY CHARACTER
WE ARE TENACIOUS IN OUR PURSUIT OF EXCELLENCE
WE VALUE KNOWLEDGE, OPENNESS, AND TRANSPARENCY
WE HAVE CONTRARIAN VIEWS ON HOW TO RUN A BUSINESS
WE ARE BOLD IN OUR DECISIONS
WE ARE DISRUPTIVE IN THE MARKETPLACE
WE INVEST IN THE FUTURE
WE ALL CONTRIBUTE AND ARE ONE CONCENTRIX

Our 3V's (operating philosophy):

Visibility – Velocity – Value