

# Convergys Corporation Fundamental Company Report Including Financial, SWOT, Competitors and Industry Analysis

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## Abstracts

Convergys Corporation Fundamental Company Report provides a complete overview of the company's affairs. All available data is presented in a comprehensive and easily accessed format. The report includes financial and SWOT information, industry analysis, opinions, estimates, plus annual and quarterly forecasts made by stock market experts. The report also enables direct comparison to be made between Convergys Corporation and its competitors. This provides our Clients with a clear understanding of Convergys Corporation position in the [Software and Technology Services](#) Industry.

The report contains detailed information about Convergys Corporation that gives an unrivalled in-depth knowledge about internal business-environment of the company: data about the owners, senior executives, locations, subsidiaries, markets, products, and company history.

Another part of the report is a SWOT-analysis carried out for Convergys Corporation. It involves specifying the objective of the company's business and identifies the different factors that are favorable and unfavorable to achieving that objective. SWOT-analysis helps to understand company's strengths, weaknesses, opportunities, and possible threats against it.

The Convergys Corporation financial analysis covers the income statement and ratio trend-charts with balance sheets and cash flows presented on an annual and quarterly basis. The report outlines the main financial ratios pertaining to profitability, margin analysis, asset turnover, credit ratios, and company's long-

term solvency. This sort of company's information will assist and strengthen your company's decision-making processes.

In the part that describes Convergys Corporation competitors and the industry in whole, the information about company's financial ratios is compared to those of its competitors and to the industry. The unique analysis of the market and company's competitors along with detailed information about the internal and external factors affecting the relevant industry will help to manage your business environment. Your company's business and sales activities will be boosted by gaining an insight into your competitors' businesses.

Also the report provides relevant news, an analysis of PR-activity, and stock price movements. The latter are correlated with pertinent news and press releases, and annual and quarterly forecasts are given by a variety of experts and market research firms. Such information creates your awareness about principal trends of Convergys Corporation business.

## **About Convergys Corporation**

Convergys Corporation provides relationship management solutions. The company's solutions enable its clients to drive value from the relationships with their customers and employees.

### Segments

The company's segments include Customer Management, Information Management, and Human Resources (HR) Management.

#### Customer Management

This segment partners with clients to deliver customer care solutions that enhance the value of their customer relationships, turning the customer experience into a strategic differentiator.

Customer Management solutions are organized into two areas, such as agent-assisted services, and intelligent technology solutions.

#### Agent-Assisted Services

The company provides multi-channel customer care using a global service delivery infrastructure. The company's global delivery model means its clients' businesses can benefit from workforce advantages around the world, including the U.S., Canada, Latin America, Europe, India, and the Philippines. The company utilizes center-based agents as well as work-at-home agents.

**Customer Acquisition Solutions:** Customer Acquisition Solutions provide sales and order support. In addition, the company offers Direct Response Solutions to address the customer support needs of direct response marketers.

**Customer Service Solutions:** Customer Service Solutions include customer care tailored to meet its clients' specific business needs and designed to provide customers with an optimal service experience. The company's agents in this solution commonly handle inquiries on products, account service, billing inquiries and dispute resolution.

**Customer Retention Solutions:** The company's programs are designed to help its clients retain their customers and increase their lifetime value.

**Technical Support:** Technical Support includes tier-one, tier-two and tier-three advanced services. The company's services span from 'how-to' inquiries from new users to troubleshooting and technical support.

**Back Office Solutions:** Back Office Solutions combine integrated document management, data entry and transaction processing capabilities with process expertise and workflow management to help meet its clients' back office needs in customer care, accounts receivable management for early-stage collections, finance and accounting and accounts payable.

**Convergys Business-to-Business Solutions:** Business-to-Business Solutions include inside sales and account management, marketing campaigns, customer service and self-service programs. The company's services include multilingual program support.

## Intelligent Technology Solutions

The company's portfolio of Intelligent Interaction Solutions includes technologies such as voice portals and speech automation, real-time decisioning, Web-based service channels, identity verification, mobile services and enhanced analytics. The company owns Intervoice, Inc. (Intervoice).

The company's intelligent technology-based solutions span the entire interaction lifecycle from proactive service to self-service to assisted service.

The company's solutions support multi-channel formats and include Intelligent Self Service and Next Generation Messaging.

**Intelligent Self Service:** The Convergys Intelligent Self-Service Solution is an integration of Intervice Voice Portal (IVP) and Convergys Dynamic Decisioning Solution.

**Next Generation Messaging:** The Convergys Next Generation Messaging is an Internet Protocol (IP) based multimedia messaging solution that provides a suite of text, voice and Web-based messaging capabilities. Its features include traditional voicemail, e-mail and facsimile, as well as text-to-speech reading and integrated multimedia messaging.

**Proactive Service Solutions** deliver personalized outbound notifications through the customer's preferred method of contact. Another form of proactive service is identity verification that preempts potentially fraudulent transactions or activity. The company's specific solutions include intelligent notification and on-demand voice authentication.

**Intelligent Notification:** The Convergys Intelligent Notification Solution is an integration of Advanced Notification Gateway and C

The above Company Fundamental Report is a half-ready report and contents are subject to change.

It means that we have all necessary data in our database to prepare the report but need **2-3 days** to complete it. During this time we are also updating the report with respect to the current moment. So, you can get all the most recent data available for the same price. Please note that preparation of additional types of analyses requires extra time.

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1 – Data availability depends on company's security policy.

2 – These sections are available only when you purchase a report with appropriate additional types of analyses.  
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## ANALYSIS FEATURES

### SWOT Analysis

SWOT, which stands for Strengths, Weaknesses, Opportunities and Threats, is an analytical framework that identifies the internal and external factors that are favorable and unfavorable for a company.

### Enhanced SWOT Analysis

Enhanced SWOT is a 3x3 grid that arranges strengths, weaknesses, opportunities and threats into one scheme:

How to use the strengths to take advantage of the opportunities?

How to use the strengths to reduce likelihood and impact of the threats?

How to overcome the weaknesses that obstruct taking advantage of the opportunities?

How to overcome the weaknesses that can make the threats a reality?

Upon answering these questions a company can develop a project plan to improve its business performance.

### PESTEL Analysis

PESTEL (also termed as PESTLE) is an ideal tool to strategically analyze what influence different outside factors – political, economic, sociocultural, technological, environmental and legal – exert on a business to later chart its long term targets.

Being part of the external analysis when carrying out a strategic assessment or performing a market study, PESTEL gives an overview of diverse macro-environmental factors that any company should thoughtfully consider. By perceiving these outside environments, businesses can maximally benefit from the opportunities while minimizing the threats to the organization.

## Key Factors Examined by PESTEL Analysis:

**Political** – What opportunities and pressures are brought by political bodies and what is the degree of public regulations' impact on the business?

**Economic** – What economic policies, trends and structures are expected to affect the organization, what is this influence's degree?

**Sociological** – What cultural and societal aspects will work upon the demand for the business's products and operations?

**Technological** – What impact do the technological aspects, innovations, incentives and barriers have on the organization?

**Environmental** – What environmental and ecological facets, both locally and farther afield, are likely to predetermine the business?

**Legal** – What laws and legislation will exert influence on the style the business is carried out?

## **IFE, EFE, IE Matrices**

The Internal Factor Evaluation matrix (IFE matrix) is a strategic management tool helping audit or evaluate major weaknesses and strengths in a business's functional areas. In addition, IFE matrix serves as a basis for identifying and assessing relationships amongst those areas. The IFE matrix is utilised in strategy formulation.

The External Factor Evaluation matrix (EFE matrix) is a tool of strategic management that is typically utilised to assess current market conditions. It is an ideal instrument for visualising and prioritising the threats and opportunities a firm is facing.

The essential difference between the above mentioned matrices lies in the type of factors incorporated in the model; whilst the latter is engaged in internal factors, the former deals exceptionally with external factors – those exposed to social, political, economic, legal, etc. external forces.

Being a continuation of the EFE matrix and IFE matrix models, the Internal External matrix (IE matrix) rests upon an investigation of external and internal business factors

integrated into one suggestive model.

### **Porter Five Forces Analysis**

The Porter's five forces analysis studies the industry of operation and helps the company find new sources of competitive advantage. The analysis surveys an industry through five major questions:

What composes a threat of substitute products and services?

Is there a threat of new competitors entering the market?

What is the intensity of competitive rivalry?

How big is the bargaining power of buyers?

How significant is the bargaining power of suppliers?

### **VRIO Analysis**

VRIO stands for Value, Rarity, Imitability, Organization. This analysis helps to evaluate all company's resources and capabilities and bring them together into one aggregate table that includes:

Tangible resources

Financial

Physical

Technological

Organizational

Intangible resources

Human

Innovation and Creativity

## Reputation

### Organizational capabilities

The result of the analysis gives a clear picture of company's competitive and economic implications, answering the questions if the resources mentioned above are:

Valuable?

Rare?

Costly to imitate?

Organized properly?

## I would like to order

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