

# 2009 Top Non-Profit, Foundations and Charitable Call and Contact Center Outsourcing Vendors, Black Book Survey 2009 Results

<https://marketpublishers.com/r/249A8D2BC07EN.html>

Date: November 2009

Pages: 42

Price: US\$ 2,500.00 (Single User License)

ID: 249A8D2BC07EN

## Abstracts

In 2009, the Black Book CCO industry user survey investigated over 100 contracts held by 405 of the top non-profit, charitable organizations and related agency spending clients globally in the outsourcing market place. There were 48 CCOs offering specific non-profit/charitable services that qualified for side-by-side competitive analysis in this report.

In order to rank the organizations, 18 key performance indicators (KPIs) or criteria are employed, scored on each respective vendor by client type and ranked on a 0–10 scale per KPI.

## Key findings

**Key finding:** most important customer satisfaction KPIs

Customization, deployment, reliability and vertical expertise are the most important attributes influencing non-profit and charitable industry CCO client satisfaction with their 2009 outsourcing providers.

**Key finding:** vendor dissatisfaction is uncommon in the non-profit and charitable vertical CCO industry among top ranked suppliers

Strong dissatisfaction is uncommon in this niche business process outsourcing (BPO) sector, occurring in only 5.5% of clients globally. The retention rate is among the call center industry's highest, at 84.9% annually.

UK and US clients are among the most satisfied with onshore services delivery. Strong dissatisfaction with offshore outsourcing vendors was expressed by less than 10.5% of all surveyed clients with 2009 vertical-specific call center initiatives.

**Key finding:** comprehensive services vendor arrangements from a comprehensive/end-to-end non-profit and charitable vertically directed CCO vendor produces the highest satisfaction rates

Single vendors offering comprehensive research services to corporate clients ranked highest in the overall survey by clients.

## **Contents**

**INTRODUCTION**

**SUMMARY**

**BLACK BOOK METHODOLOGY**

**TOP 20 NON-PROFIT, FOUNDATION AND CHARITABLE CCO VENDORS**

**STOP LIGHT SCORING KEY**

**OVERALL KPI LEADERS**

**INDIVIDUAL KEY PERFORMANCE**

**APPENDIX**

## I would like to order

Product name: 2009 Top Non-Profit, Foundations and Charitable Call and Contact Center Outsourcing Vendors, Black Book Survey 2009 Results

Product link: <https://marketpublishers.com/r/249A8D2BC07EN.html>

Price: US\$ 2,500.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/249A8D2BC07EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970

