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Skip to main content Skip to main content v250407 Skip to main content The global BPO was named the Global No. 1 leader in AI & Analytics and Social Media CX Services, as well as the No. 1 Leader across Europe & U.K. in all four categories of the 2021 Quadrant Reports The global BPO was named the Global No. 1 leader in AI & Analytics and Social Media CX Services, as well as the No. 1 Leader across Europe & U.K. in all four categories of the 2021 Quadrant Reports Sitel Group® was named a continued Leader for Automation Embracers, Digital Connoisseurs and CX Evangelists of archetypes of enterprise buyers in the 2021 Archetype Report MIAMI – November 17, 2021– Sitel Group®, one of the largest global providers of customer experience (CX) products and solutions, today announced it has been recognized as a leader in both the Information Services Group (ISG) Provider Lens™ Contact Center – Customer Experience Services 2021 Quadrant and Archetype reports. "We're thrilled to once again be named by ISG as a worldwide customer service leader," said Laurent Uberti, President, CEO & Co-Founder, Sitel Group. "The past 18 months have redefined customer behavior and the CX industry as we know it. This year's recognition carries an even greater sense of significance, as we have been on an unprecedented journey with our customers and continue innovating to improve their customer experience. While innovation has always been important in our industry, technology has accelerated at record speed due to the pandemic and we're honored to be recognized for all that we have achieved with our customers." "Driven by a strong vision and continuous investment and growth, Sitel Group is an industry leader for its global presence, cutting-edge technology, highly committed agents and proven outcomes," said Namratha Dharshan, Director of Research and Principal Analyst, ISG. The Global and Europe & U.K. Quadrant Reports measured the capabilities of 29 contact center service providers and Sitel Group was named a continued global Leader in Digital Operations and AI & Analytics, as well as a Leader in the newest additions to the report: Work From Home Services and Social Media CX Services. Further, in the Europe & U.K. Quadrant Report, Sitel Group was also the No. 1 Leader for all four categories. Digital Operations – As a top 3 player in the contact center industry, Sitel Group has a strong vision to grow extensively in this market. The launch of EXP+™, the Enterprise Experience Platform from Sitel Group, flexible pricing options; rapidly expanding footprint; continued significant investments in technology; and expanding its ecosystem to improve customer engagement make it a highly differentiated Leader. AI & Analytics – Sitel Group continues leading in this category by seamlessly embedding artificial intelligence (AI) and automation within its cloud-based EXP+ product architecture. Additionally, through its robust partnerships and proprietary solutions (sentiment playbooks) and strategic investments, Sitel Group has made significant progress in delivering measurable results. Work From Home Services – Sitel Group is a clear leader in this space with its recently launched hubs and established Sitel at Home™ model with comprehensive security solutions. These security solutions allow Sitel Group to quickly expand to new markets and enhance the engagement and satisfaction of its remote associates, offering customers flexibility and the ability to scale quickly for their virtual contact center needs. Social Media CX Services – Sitel® Social Media and Communities partners with leading social media intelligence platforms for real-time monitoring and brand strategy. Sitel Group leverages its customers' social media channels to bring a new dimension to customer care and problem resolution, starting with listening to what customers are saying and turning that data into actionable insights to drive the brand's social media strategy. Sitel Group was also recognized as a continued Leader in the 2021 ISG Provider Lens™ Contact Center – Customer Experience Services Archetype Report. This report measured the capabilities of 30 contact center service providers and their abilities to address the requirements of three frequently encountered archetypes of enterprise buyers: Automation Embracers, Digital Connoisseurs and CX Evangelists. Sitel Group is the service provider with the highest set of scores, named as a Leader across all three archetypes. Automation Embracers – With strong technology-led investments with EXP+ as well as the recent acquisition of Sykes Enterprises, Inc., Sitel Group is a top leader in automation within the contact center industry. Sitel Group has a proven track record of leveraging its global partner ecosystem to bring advanced digital solutions to its customers. Digital Connoisseurs – Sitel Group boasts a highly diversified service portfolio and digital partner ecosystem with its EXP+ product architecture. With a clear CX transformation roadmap, Sitel Group provides customers a seamless, end-to-end customer experience, offering integrated vertical solutions with cross-functional expertise. CX Evangelists – With its use of advanced analytics in EXP+ Explore, Sitel Group provides valuable insights to customers by using advanced analytics to drive more empathetic and meaningful conversations, empowering customers to make informed decisions and enabling them to stand out from other providers. For information about Sitel Group, visit www.sitel.com. As one of the largest global providers of customer experience (CX) products and solutions, Sitel Group® empowers brands to build stronger relationships with their customers by creating meaningful connections that boost brand value. Inspired by each brands' unique vision and goals, we ask "what if?" applying our expertise to create innovative solutions that reduce customer effort. With 160,000 people around the globe – working from home or from one of our CX hubs – we securely connect best-loved brands with their customers over 8 million times every day in 50+ languages. Whether digital or voice-based, our solutions deliver a competitive edge across all customer touchpoints. Our award-winning culture is built on 40+ years of industry-leading experience and commitment to improving the employee experience. EXP+™ from Sitel Group is a flexible solution with complete cloud capability, designed to simplify the delivery of end-to-end CX services, while boosting efficiency, effectiveness and customer satisfaction. EXP+ creates a robust ecosystem by harnessing the power of four connected product families. Learn more at www.sitel.com and connect with us on Facebook, LinkedIn and Twitter. The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services globally, across Europe, as well as in the U.S., Germany, Switzerland, the U.K., France, the Nordics, Brazil and Australia/New Zealand, with additional markets to be added in the future. For more information about ISG Provider Lens research, please visit this webpage. A companion research series, the ISG Provider Lens Archetype reports, offer a first-of-its-kind evaluation of providers from the perspective of specific buyer types. ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 700 clients, including more than 75 of the world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit www.isg-one.com. Media Contact media@sitel.com Foundever® is a global leader in the customer experience (CX) industry. With +150,000 associates across the globe, we're the team behind the best experiences for +800 of the world's leading and digital-first brands. Our innovative CX solutions, technology and expertise are designed to support operational needs for our clients and deliver a seamless experience to customers in the moments that matter. Supporting +9 million customer conversations every day in +60 languages across 45 countries, Foundever combines global strength and scale with the agile, entrepreneurial approach of our founder-led culture, enabling companies of all sizes and industries to transform their CX. Get to know us at www.foundever.com 812,085 followers 1d Turning AI Experimentation into Business Value Leveraging #AI effectively is crucial for driving enterprise success. Next week (May 20th), Christopher Knauer, SVP, Global CISO, Foundever will co-lead an #ExecutiveBoardroom event with & on implementing strategies and KPIs that bridge the gap between innovation and measurable impact. Fostering Incredible CIO & CISO Connections - Florida CIO & CISO Communities 2d NXT WEEK: Exciting Session Alert! Join us at the FL CIO & CISO Executive Summit on May 20th! Christopher Knauer, SVP, Global CISO at Foundever and Jason Ostroski, Field CTO, NA at Dynatrace will be leading an incredible boardroom on: Turning AI Experimentation into Business Value In today's data-driven world, leveraging AI effectively is crucial for driving enterprise success. As AI projects gain momentum, it's essential to implement strategies and KPIs that bridge the gap between innovation and measurable impact. Discussion Topics: - AI Observability: Best practices for monitoring, debugging, and improving AI deployments - Business-Centric KPIs: Identifying and tracking the right metrics to evaluate ROI and business impact of AI workloads - Operationalizing AI: Strategies to transition from successful pilots to scalable, value-generating AI systems Don't miss this opportunity to gain insights into transforming AI experimentation into tangible business value. Will you be there? A special thank you to our strategic partner Dynatrace for supporting our FL CIO & CISO Community at the Summit. What - Florida CIO & CISO Executive Summit When - May 20th 🗓 Where - Marriott Coral Springs Hotel & Convention Center ☑ Members: login to your Gartner C-level Communities App today to register - Not a member yet, reach out to me at natalia.klein@gartner.com #AI #BusinessValue #Innovation #Dynatrace #ExecutiveBoardroom 812,085 followers 1d Our Orem Utah location enhances brand accessibility and customer loyalty with #multichannel support and bilingual capabilities. The Orem site exemplifies a modern customer experience program, combining talent, technology, scalability, and strategic alignment. Orem is strategically located near major universities, providing access to a diverse talent pool. Our proactive recruitment process is responsive, strategic, and always aligned with market and client needs. Our innovative training combines in-person and virtual learning, enabling seamless onboarding. We have been proudly recognized for our exceptional CX with the from Business Intelligence Group, and we know that great CX begins with investing in our people. Learn more in our blog: #LocationSpotlight #Orem #Utah #CustomerExperience #CX 812,085 followers 2d Will #AI reshape the finance profession? The conversation about AI's impact is pervasive, but in finance, the transformation is already happening, including: ☑ Automation of time-consuming tasks ☑ Strategic decision support ☑ New skills required for finance professionals At the recent MK/AI event, key industry leaders, including Claire Calméjane, President France at Foundever, Benoit Peloille, Chief Investment Officer at Natixis Wealth Management, and Pierre-Antoine Dusoulier, CEO of iBanFirst, engaged in a thought-provoking discussion on whether AI is the new guru of finance. We share greater insights into underlying issues and transformations that are already underway here: #Finance #Automation #CustomerExperience #CX 812,085 followers 2d How did a hospitality innovator use #multilingual hubs to achieve an outstanding NPS and cut employee attrition to less than 1%? : To provide multilingual support that builds solid and sustainable customer loyalty, enduring the most demanding travel seasons and tackling the challenge of retaining a flexible team. : • 61 NPS, 50% above the hospitality industry average • +12% solves per day, increased by 12% year over year for French- and Portuguese-speaking markets • -23% reduction of work handle time •