



Concentrix Rises to a Leader and Star Performer in Everest Group's Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2025

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New Milestone Marks Decades of Leading the Intelligent Transformation of Customer Experience

NEWARK, Calif., Sept. 16, 2025 (GLOBE NEWSWIRE) -- [Concentrix Corporation](#) (NASDAQ: [CNXC](#)), a global technology and services leader, today announced that its customer experience transformations for the world's best brands have positioned the company for the first time as a Leader and Star Performer in Everest Group's Global Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2025.

For more than 20 years, clients have trusted Concentrix to design, build, and run brand experiences that outpace the competition. This latest recognition highlights the company's proven track record of helping its clients deliver moments that matter for their customers using AI-first innovation and deep brand experience expertise.

The assessment spotlights top providers of digital customer experience solutions, measuring not only their market impact and ability to deliver, but also their commitment to data privacy, security, and year-over-year performance gains.

"Concentrix continues to reinforce its position as a Leader in Everest Group's Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2025 – Global through its ability to combine scale, digital innovation, and global reach," said David Rickard, Partner, Everest Group. "Its extensive workforce spread across key global locations, expansion through multiple acquisitions, and industry-leading AI-first platforms such as iX Hello™ and iX Hero™ have bolstered its commitment to operational excellence, proactive client engagement, and driving next-generation CX transformation across industries globally, helping it to earn Star Performer status."

"Rising expectations and rapid innovation with AI are reshaping the very DNA of every customer engagement. We help our clients intelligently transform their operating models—elevating their brands from ordinary to extraordinary," said Chris Caldwell, President and CEO of Concentrix. "We're proud that Everest Group has recognized the breadth of our innovation and commitment to delivering differentiated outcomes and measurable value."

For more information on Concentrix' CXM services, [see the Everest Group report](#).

About us: Powering a World That Works

Concentrix Corporation (NASDAQ: CNXC), a *Fortune* 500® company, is the global technology and services leader that powers the world's best brands, today and into the future. We're solution-focused, tech-powered, intelligence-fueled. Every day, we design, build, and run fully integrated, end-to-end solutions at speed and scale across the entire enterprise, helping over 2,000 clients solve their toughest business challenges. With unique data and insights, deep industry expertise, and advanced technology solutions, we're the intelligent transformation partner that powers a world that works, helping companies become refreshingly simple to work, interact, and transact with. Delivering outcomes unimagined across every major vertical in 70+ markets. Virtually everywhere. Visit [concentrix.com](#) to learn more.

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This news release includes forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. Forward-looking statements include, but are not limited to, statements regarding the company's capabilities and positioning to deliver business outcomes and solve challenges for its clients, and statements that include words such as believe, expect, may, will, provide, could and should and other similar expressions. These forward-looking statements are inherently uncertain and involve substantial risks and uncertainties that could cause actual results to differ materially from those expressed or implied by such statements. Risks and uncertainties include, among other things, risks related to the company's ability to successfully execute its strategy, competitive conditions in the company's industry, and other factors contained in the Company's Annual Report on Form 10-K for the fiscal year ended November 30, 2024 filed with the Securities and Exchange Commission and subsequent SEC filings. We do not undertake a duty to update forward-looking statements, which speak only as of the date on which they are made.

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About Everest Group

Everest Group is a leading global research firm helping business leaders make confident decisions. Everest Group's PEAK Matrix® assessments provide the analysis and insights enterprises need to make critical selection decisions about global services providers, locations, and products and solutions within various market segments. Likewise, providers of these services, products, and solutions, look to the PEAK Matrix® to gauge and calibrate their offerings against others in the industry or market. Find further details and in-depth content at www.everestgrp.com.