



## Concentrix Positioned as a Leader in Everest Group's Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2024

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### Company Recognized for its Innovation, Value and Portfolio of Solutions

NEWARK, Calif., Oct. 15, 2024 (GLOBE NEWSWIRE) -- Concentrix Corporation (NASDAQ: CNXC), a global technology and services leader, announced today that leading research firm Everest Group has positioned the company as a Leader in its Europe, Middle East and Africa (EMEA) Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2024.

For the third consecutive year, Concentrix was positioned as a leader on three global CXM PEAK Matrix® Assessments (Americas, APAC, and EMEA) and has expanded its breadth of services and innovative solutions delivered to clients in Europe significantly, leading to a higher than ever placement for the company on Everest Group's PEAK Matrix® in the region.

The assessment evaluates leading CXM providers focused on delivering tailored digital customer experience solutions with an emphasis on data privacy and security. The matrix measures market impact in the industry and ability to deliver services successfully, with companies earning their positioning based on year-over-year improvement on the matrix. Among the 37 leading CXM providers in EMEA assessed for the report, Concentrix was one of four to achieve Leader positioning on the matrix.

"Concentrix is a leading global CXM provider that supports clients across diverse verticals such as BFSI, technology, healthcare, telecom, media, and retail. The combination with Webhelp has bolstered its position and significantly expanded its operations across UKI, Germany, France, and Benelux within the EMEA market," says David Rickard, Partner at Everest Group. "Concentrix has developed gen AI platforms used across the advisor lifecycle for improving CX and operational efficiency. These platforms incorporate various features such as conversational assist, knowledge AI bots, and real-time advisor assist. Concentrix also provides consulting services for IVA solutions, addressing customer journey design, dialog flow integration, conversation design, and bot supervision. Additionally, it maintains a balanced shoring mix across onshore, nearshore, and offshore locations. All of these factors have contributed to Concentrix's recognition as a Leader in Everest Group's Customer Experience Management (CXM) EMEA – PEAK Matrix® Assessment 2024."

"Every day, we use the latest leading-edge technologies to transform the intelligent experiences our clients deliver to their customers," said Vincent Bernard, Executive Vice President EMEA, at Concentrix. "Our valued partners benefit from the strengths of a global leader with diverse regional expertise, across more than 40 countries in EMEA, which continues to have a positive impact on business relationships. We are honored that Everest Group has recognized the breadth of our technology and services that help us enable seamless multilingual customer interactions and allow us to deliver measurable value to our clients."

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

### About us: Experience the power of Concentrix

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 human-centered, 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. Whether it's designing game-changing brand experiences, building and scaling secure AI technologies, or running digital operations that deliver global consistency with a local touch, we have it covered. At the heart of everything we do lies a commitment to transforming the way companies connect, interact, and grow. We're here to redefine what success means, delivering outcomes unimagined across every major vertical in 70+ markets. Virtually everywhere. Visit [concentrix.com](https://concentrix.com) to learn more.

### Safe Harbor Statement

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 future growth of the company's capabilities and product portfolio, the potential benefits associated with use of the company's generative AI and other products and services, and statements that include words such as believe, expect, may, will, can, 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, product launches, competitive conditions in the company's industry, risks related to general economic conditions, risks related cyberattacks on the Company's or its clients' networks and information technology systems, uncertainty around, and disruption from, new and emerging technologies, including the adoption and utilization of generative artificial intelligence, and other factors contained in the company's Annual Report on Form 10-K for the fiscal year ended November 30, 2023 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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