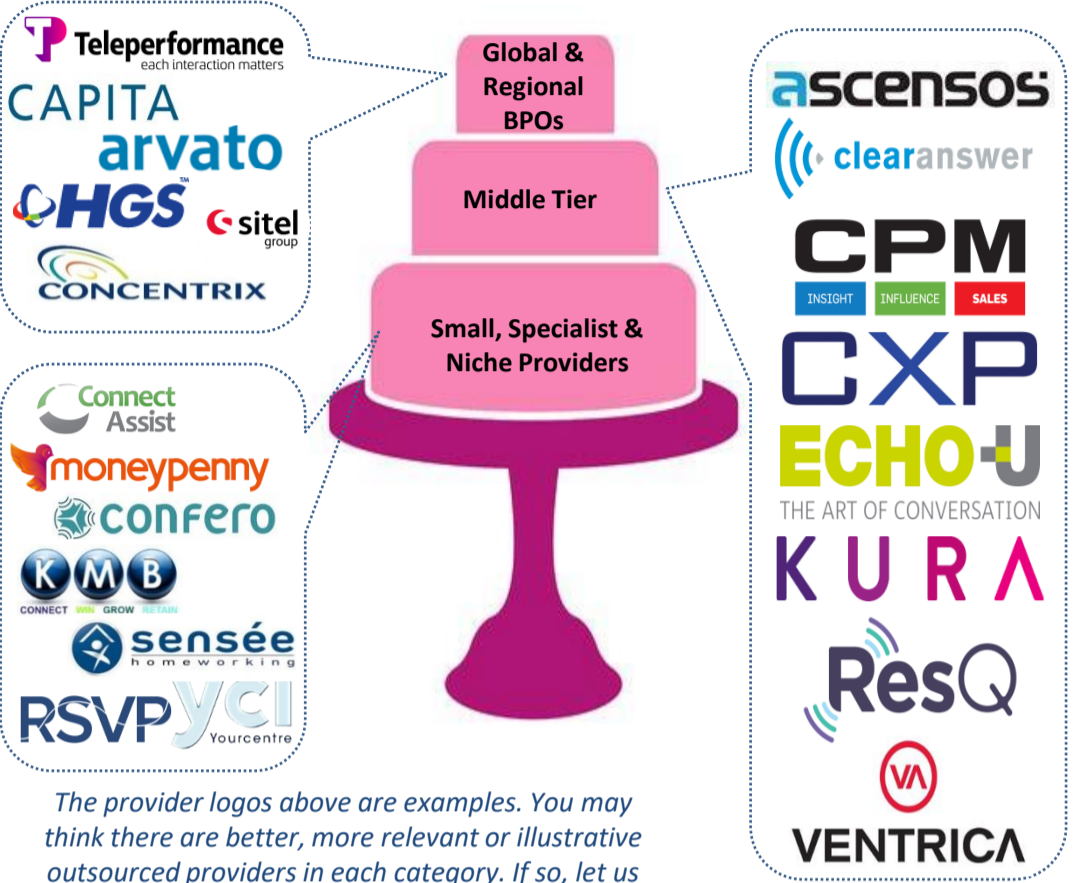


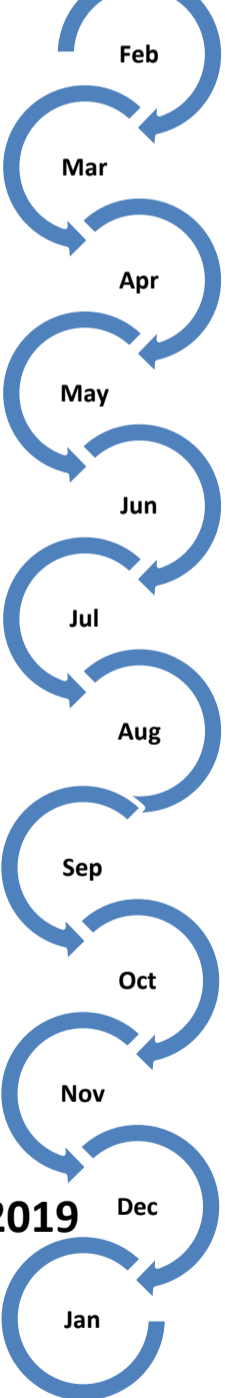
What's happening to the UK's 'Middle Tier' Outsourced Contact Centres?

'Middle Tier' providers' ability to provide the technical and operational expertise of the big BPOs, with added flexibility and closer client relationships has traditionally appealed to many outsourcing clients



The provider logos above are examples. You may think there are better, more relevant or illustrative outsourced providers in each category. If so, let us know at hello@channeldoctors.co.uk!

2018



8 independent brands have exited the 'middle tier' market in the past 12 months



Italy's Comdata – a Global BPO - acquires CCA International



Echo focusing solely on its utilities specialism



Kura acquires Stellar Europe and Parseq's contact centre division



US private equity-backed Woven acquires Carpeo, Yonder (Direct Response & Ansaback) and Jaywing's contact centre operation



2019

Can the 'middle tier' survive, stuck between big BPOs & niche players?

What does Woven have planned for its new acquisitions?

How should existing and potential clients of the 'middle tier' respond?