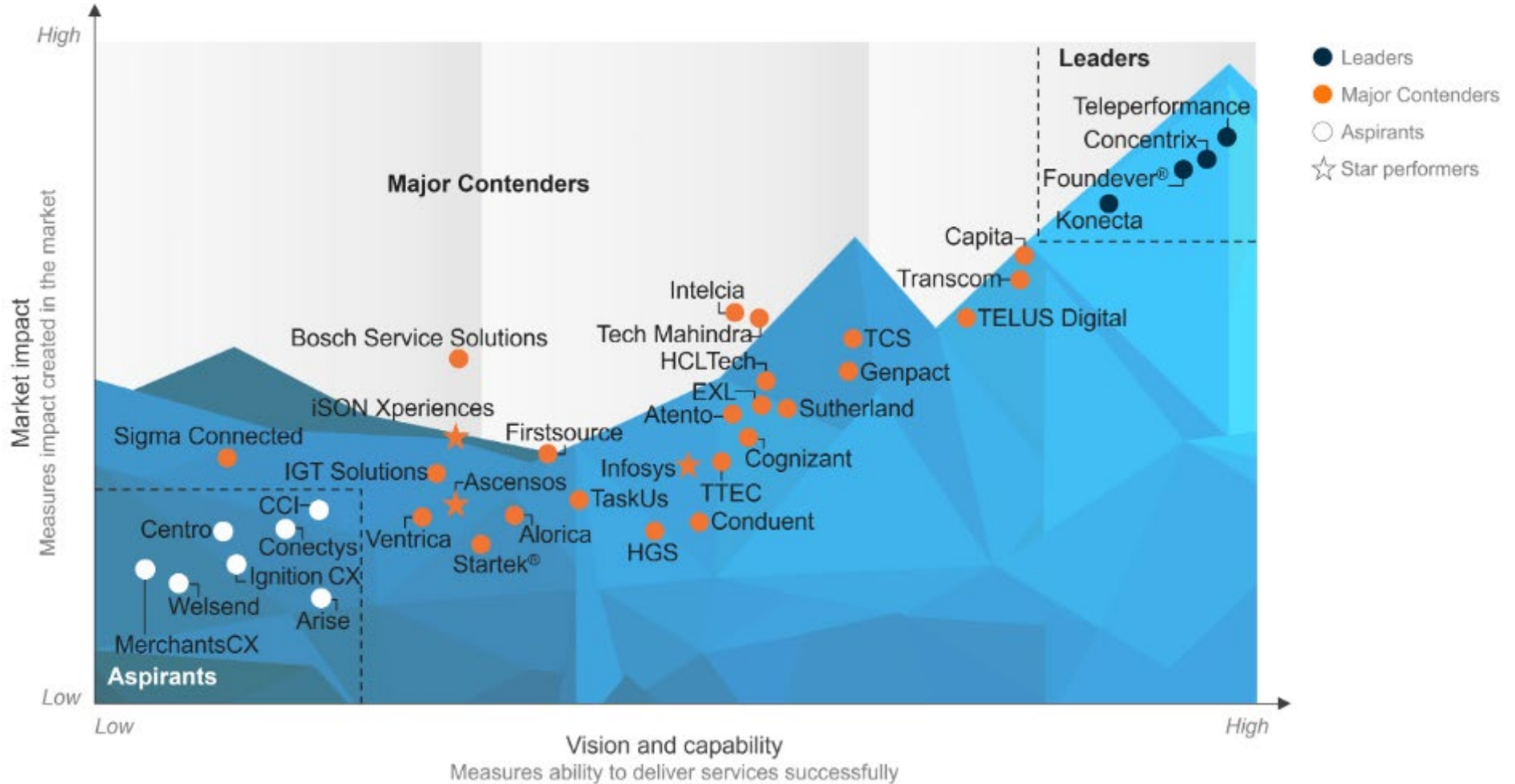


Everest Group Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2024 – EMEA



Note: The assessment for Intelcia excludes provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interaction with buyers
Source: Everest Group (2024)

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