Prior notification of a concentration

(Case M.11132 – CONCENTRIX / WEBHELP)

(Text with EEA relevance)

(2023/C 287/04)

1. On 8 August 2023, the Commission received notification of a proposed concentration pursuant to Article 4 of Council Regulation (EC) No 139/2004 ([1]).

This notification concerns the following undertakings:

— Concentrix Corporation ('Concentrix', USA),

— Webhelp S.A.S. ('Webhelp', France).

Concentrix will acquire within the meaning of Article 3(1)(b) of the Merger Regulation sole control of the whole of Webhelp.

The concentration is accomplished by way of purchase of shares.

2. The business activities of the undertakings concerned are the following:

— Concentrix is a customer experience services company active worldwide, which uses technology to provide outsourcing services to enable its clients to manage their end-customer and end-user experience. Concentrix offers IT services, with a focus on business process outsourcing ('BPO') services and in particular customer experience management BPO services ('CXM BPO') and, to a lesser extent, finance and accounting BPO services. Concentrix also offers other complementary services, including IT consulting services, and application implementation and managed services.

— Webhelp is a provider of BPO services active worldwode, which offers a broad service portfolio to provide end-to-end support for clients, including technical assistance for customers, customer loyalty services, customer claims management services, multichannel customer data collections, digital and marketing services and enterprise solutions. Webhelp is currently controlled by Groupe Bruxelles Lambert ('GBL', Belgium), a public investment holding company.

3. On preliminary examination, the Commission finds that the notified transaction could fall within the scope of the Merger Regulation. However, the final decision on this point is reserved.

4. The Commission invites interested third parties to submit their possible observations on the proposed operation to the Commission.

Observations must reach the Commission not later than 10 days following the date of this publication. The following reference should always be specified:

M.11132 – CONCENTRIX / WEBHELP

Observations can be sent to the Commission by email or by post. Please use the contact details below:

Email: COMP-MERGER-REGISTRY@ec.europa.eu

Postal address:

European Commission
Directorate-General for Competition
Merger Registry
1049 Bruxelles/Brussel
BELGIQUE/BELGIË

([1]) OJ L 24, 29.1.2004, p. 1 (the 'Merger Regulation').