

Konecta recognized as Major Contender in Everest Group's Digital Workplace Services PEAK Matrix® Assessment 2026 - Europe

October 6, 2026



Madrid, October 6, 2026 - [Konecta](#), a global leader in customer experience (CX) and digital services, announced today its recognition by Everest Group as a Major Contender in the Digital Workplace Services (DWS) PEAK Matrix® Assessment 2026 - Europe. This first-time inclusion in the PEAK Matrix® validates Konecta's market impact and strategic execution in bringing consumer-grade care standards and EX-CX convergence to the enterprise workplace.

Everest Group's evaluation highlights Konecta's unique position in bridging employee and customer experience (EX and CX), building on 25 years of customer service heritage, a localized European delivery footprint, and data-driven workplace operations. The recognition also underscores Konecta's rapid momentum in digital workplace services as a high-value, agile challenger to traditional IT outsourcing providers.

Koneccta earned its Major Contender positioning through key strategic strengths:

- Pioneering EX-CX convergence: translating decades of CX leadership into internal employee care, eliminating digital friction and aligning workplace support with customer outcomes.
- Proven scale with global enterprise clients: managing 24/7, mission-critical digital workplace support across complex environments, from supporting 4,000 corporate HQ employees and 1,000+ stores for a leading global retailer, with zero downtime for PoS systems and payment reconciliation, to delivering omnichannel workplace care across distributed insurance networks.
- Data- and analytics-driven operations: deploying data analytics and AI-powered intelligence to shift workplace support from reactive incident management to proactive service delivery.
- Deep vertical and application expertise: providing specialized domain knowledge and support for line-of-business applications in key sectors, notably retail and telecommunications.
- Strategic technology and partner ecosystem: accelerating innovation by combining Konecta's operational expertise with an ecosystem of industry leaders, including [Lenovo](#) for device lifecycle management and infrastructure, and Nextthink for real-time Digital Employee Experience (DEX).

*"Entering this PEAK Matrix® for the first time reinforces our strategy and the growing demand for a more connected workplace experience strategy", said **Mélanie de***

Vigan, Global Head of Employee Experience Services at Konecta. *"For too long, workplace IT has been treated as a reactive support function. We're changing this by putting people and services at the heart of the workplace, bringing the same approach that shaped our CX heritage and using AI and data to make the experience smarter and more proactive. The result is less digital friction, more productive employees and workplace services that deliver measurable value to the business."*

"Konecta's focus on EX-CX convergence, combined with its customer experience heritage, localized and culturally aligned workplace delivery, backed by sovereign capabilities, has supported its positioning as a Major Contender in Everest Group's Digital Workplace Services PEAK Matrix® Assessment 2026 - Europe. Its investments in enabling data and analytics driven workplace service operations further strengthen its positioning. Clients across the retail and telecommunications sectors also value Konecta's digital workplace expertise in these sectors", said **Prabhneet Kaur, Practice Director at Everest Group.**

To download the report click [here](#).

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About Konecta

Koneccta is a leading innovative global service provider in customer management business process and digital outsourcing, with 109,000 passionate employees working in 40 languages across 4 continents and 28 countries. Focusing on the unique needs and opportunities of each industry, Koneccta offers a full range of end-to-end customer management solutions – including acquisition, retention, customer service, technical support, and collection – all based on a sustainable business model. These services are built on a portfolio of world-class expertise covering customer experience and process management, digital solutions and cutting-edge technologies. Headquartered in Madrid, Koneccta delivers global revenues of €2 billion with more than 500 clients, covering some of the biggest names in telecoms, energy, banking, mobility, retail, and e-commerce.

Media contacts

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The logo for Koneccta, featuring the word "koneccta" in a bold, lowercase, blue sans-serif font. The letter 'k' is stylized with a diagonal slash.

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