



CSS Corp

RPA & AI Technology Evaluation

**Vendor Assessment
Report Abstract**

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7 pages

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Who Is This Vendor Assessment For?

NelsonHall's RPA and AI vendor assessment for CSS Corp is a comprehensive assessment of CSS Corp's RPA offering and capabilities, designed for:

- Sourcing managers investigating sourcing developments within RPA
- Automation decision makers exploring the benefits and inhibitors of RPA as evidenced from the clients and vendor capability
- Vendor marketing, sales and business managers developing strategies to identify developments and target opportunities within managed service programs
- Financial analysts and investors specializing in, or covering the RPA industry and suppliers.

Key Findings & Highlights

Founded in 1996, CSS Corp offers tech support, infrastructure management and cloud computing services, and networking engineering and deployment services.

In 2010, CSS Corp made two strategic acquisitions intended to fill out its solutions linecard. The first was Glow Networks, a \$30m privately-held end to end telecom engineering organization; the second was the remote infrastructure management services business of InteQ. The Glow acquisition was intended to expand CSS Corp's capability set in telecom services, while the InteQ RIMS buy provided CSS Corp with greater reach in network management.

In late 2016, CSS Corp's board elected to change the direction of the firm. As part of this strategic direction change (one that saw an influx of new management talent take place in the executive suite), CSS Corp transitioned from a corporate focus which was heavy on legacy IT services to one centered on customer engagement and digital transformation. This transition also included an elevated role for CSS Corp's automation platform, which was branded as Contelli and marketed alongside its YODAA intelligent agent product.

CSS Corp is currently on a run rate for \$155m in annual revenues for FY18 (closing in March 2018). Within that figure, cloud, infrastructure and networking engagements account for 50%-60% of revenues, with legacy technical support making up another 30%-40%. The remaining 10% is for CSS Corp's digital work engagements, which include automation; within this category, automation makes up \$6m in annual revenues. CSS Corp reports a total of 140 clients, but the majority of these are cloud, infrastructure and legacy IT service clients, not automation clients.



Scope of the Report

The report provides a comprehensive and objective analysis of CSS Corp's offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments in both its service and technology
- Analysis of the company's strengths, challenges, and outlook
- Revenue
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's key offerings (service model and service components)
- Analysis of the company's delivery capability (including the location, size and scale of delivery operations; and delivery via technology).

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Report Length

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