



# Firstsource Customer Management Services

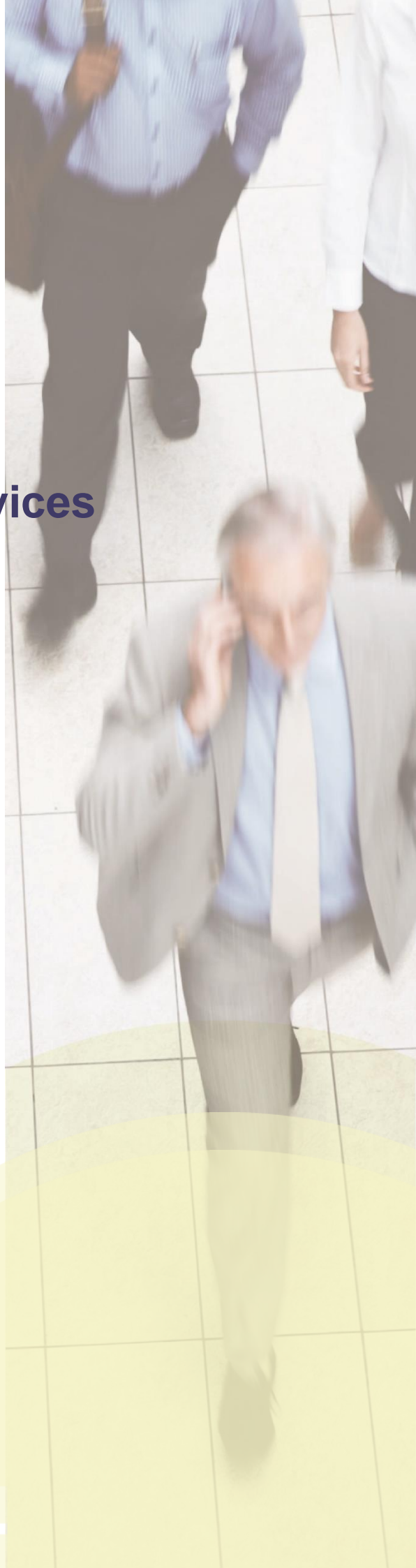
Vendor Assessment  
Report Abstract

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10 pages

[research.nelson-hall.com](http://research.nelson-hall.com)





## Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on Firstsource is a comprehensive assessment of Firstsource's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS and identifying vendor suitability for CMS RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

## Key Findings & Highlights

Firstsource has ~24k employees across 46 delivery centers in five countries. In addition to customer management services and collections, the company offers claims processing services and revenue cycle management services to the U.S. healthcare payer and provider sectors.

It offers customer management services in:

- Customer care
- Sales
- Technical support
- Collections
- Fulfilment and back-office.

## Scope of the Report

The report provides a comprehensive and objective analysis of Firstsource's CMS offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.



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1. Background

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2. Revenue Summary

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3. Key Offerings
  - 3.1 Technology
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4. Delivery Capability and Partnerships
  - 4.1 India
  - 4.2 Sri Lanka
  - 4.3 USA
  - 4.4 U.K. and Northern Ireland
  - 4.5 Philippines

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5. Target Markets

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6. Strategy

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7. Strengths & Challenges
  - 7.1 Strengths
  - 7.2 Challenges

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8. Outlook

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## Report Length

10 pages

## CMS Vendor Assessments also available for:

Aegis, Alorica, Capita, Concentrix, CSS Corp, EGS, HGS, Hewlett Packard Enterprise, Intelenet, Minacs, Sitel, Sutherland, Sykes, Tech Mahindra, Teleperformance, TeleTech, Transcom, transcosmos, Wipro, Webhelp, WNS, Xerox