



HGS Transforming Customer Management Services Through Analytics

Vendor Assessment
Report Abstract

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6 pages

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Who Is This Vendor Assessment For?

NelsonHall's Transforming Customer Management Services (CMS) Through Analytics profile on HGS is a comprehensive assessment of HGS' 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

HGS offers analytics as an embedded service to its CMS offerings, which is delivered through a separate unit called "Business Excellence Group".

HGS plans to carve out its analytics practice, branded DigiINSIGHT, and to offer analytics as an individual offering.

HGS offers analytics in customer management services in:

- Data management
- Reporting
- Analytics
- Predictive and prescriptive analytics
- CX consulting and marketing analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of HGS' CMS analytics 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.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Delivery Capability
 - 4.2 Platforms and Intellectual Property

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

6 pages

CMS Analytics Vendor Assessments also available for:

Concentrix, CSS Corp, Firstsource, Intelenet, Minacs, Pivotal Analytics, Sutherland, WNS, Xerox Services.