



# HGS Digital CX Services

Vendor Assessment  
Report Abstract

July 2018

By Ivan Kotzev  
Industry Sector Analyst  
NelsonHall

11 pages

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





## Who Is This Vendor Assessment For?

NelsonHall's Digital Customer Experience Services on HGS is a comprehensive assessment of HGS' offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS 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 made two acquisitions in 2018 to expand its domain capabilities in healthcare and its design and consulting services: AxisPoint Health and Element Solutions.

## Scope of the Report

The report provides a comprehensive and objective analysis of HGS digital customer experience services 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 sites.



## 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

11 pages

## Customer Experience Services in Travel, Transport, and Hospitality Vendor Assessments also available for:

Aegis, Alorica, Arvato, Atento, C3, Capita, Comdata, Concentrix, Conduent, Convergys, CSS Corp, DXC Technology, Intelenet, iQor, Sitel, Sutherland, SYKES, TaskUs, TCS, Tech Mahindra, Teleperformance, transcosmos, Transcom, TTEC, WNS, VXI