



HGS

Multi-channel CMS: Delivering Digital Customer Experience

Vendor Assessment
Report Abstract

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7 pages

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Who Is This Vendor Assessment For?

NelsonHall's Multi-channel Customer Management Services (CMS): Delivering Digital Customer Experience 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 provides BPS services including customer management services, back-office transaction processing, digital marketing, process consulting solutions, and payroll processing.

It has 65 delivery centers in 12 countries with ~44k employees, including ~32k CMS agents supporting 37 languages.

HGS has 185 CMS clients.

Over the last two years, HGS has been actively investing in its multichannel offerings. In 2016, HGS launched DigiCX, a multichannel and transformational framework incorporating optimization for web self-service through automation and integration of agent support with self-service.

Scope of the Report

The report provides a comprehensive and objective analysis of HGS' CMS multi-channel 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, challenges, 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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Report Length

7 pages

CMS Multi-channel Vendor Assessments also available for:

Aegis, Capgemini, Concentrix, Conduent, CSS Corp, Intelenet, Infosys BPO, iSON BPO, Sitel, Sutherland, SYKES, TaskUs, Teleperformance, TeleTech, Transcom, Webhelp, WNS.