



HGS – Business Process Transformation through RPA and AI

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of HGS is a comprehensive assessment of HGS' automation-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying HGS suitability for RFPs seeking automation-led process transformation or business process services
- 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 brands its RPA and AI based offerings as part of the HGS Automated Enterprise, which covers support for both front-office and back-office automation. The DigiCX suite of services automation is used in support of guiding customers across channels including Web self-service, Chat, text messaging and social media with each channel supported by automated based conversations using HGS branded DigiBOTS.

In addition, HGS uses RPA in support of industry-specific and back-office processing through support for transaction processing and record updating, research and post interaction surveys, and reporting. Here, the company principally uses third-party RPA software, principally Automation Anywhere, and including Blue Prism and other tools. HGS aims to use its Automated Enterprise approach to go beyond cost transformation to reduce errors and processing time, to prevent fraud, increase claims recovery, capture the voice of the customer, and keep data clean and current.



Scope of the Report

The report provides a comprehensive and objective analysis of HGS' offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology
- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology
- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts
- Revenue estimates for the company's RPA and AI-centric services
- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology
- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

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Report Length

8 pages

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Business Process Transformation through RPA and AI Vendor Assessments are Available for:

Arvato
Capgemini
Cognizant
Dell Services
EXL
Genfour
Genpact
HCL
HGS
HPES
IBM
Infosys
L&T Infotech
Mphasis
NIIT Technologies
Sopra Steria
Sutherland Global Services
Swiss Post Services
Symphony
Tata Consultancy Services
Wipro
WNS
Xerox Services