



Intelenet Global Service Customer Management Services

Vendor Assessment
Report Abstract

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11 pages

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Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on Intelenet Global Services is a comprehensive assessment of Intelenet'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

Intelenet Global Services (Intelenet) was founded in 2001 in India as a joint venture between Housing Development Finance Corp. (HDFC) and Tata Consulting Services (TCS).

On June 1, 2011, Serco, a U.K. public services company, announced an agreement to buy Intelenet for £385m. The acquisition, which completed in 2012, gave Serco breadth and international reach, with Intelenet's 34 delivery centers in seven countries.

By the end of 2014, Serco decided to sell its international BPO business to reduce net debt and focus on government service contracts. On September 16, 2015, Serco announced the sale for £220m cash and £30m loan note to Blackstone; the deal closed at the end of 2015.

Intelenet employs ~55k staff across 66 delivery centers in eight countries.

It offers services in:

- Sales generation
- Customer care
- Technical support
- Collections
- Back-office CMS/fulfillment.

Scope of the Report

The report provides a comprehensive and objective analysis of Intelenet'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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Report Length

11 pages

CMS Vendor Assessments also available for:

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