



# **Serco CMS in Retail Banking**

**Vendor Assessment  
Report Abstract**

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**10 pages**

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## Who Is This Vendor Assessment For?

NelsonHall's CMS in retail banking industry sector profile on Serco is a comprehensive assessment of Serco's retail banking sector customer management services (CMS) offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the retail banking sector 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

Serco Global Services, LLC (Serco) is a part of Serco Group PLC. Serco is a publicly held firm headquartered in Hook, North Hampshire in the United Kingdom. Serco has recently acquired Intelenet, The Listening Company, Excelior and Vertex's U.K. public sector BPO operation.

The majority of Serco's CMS retail banking clients are based in India.

The company provides customer management services in support of a range of banking products including:

- Credit cards
- Vendor management.

Serco has delivery centers in support of its retail banking customers in India, Philippines, Mauritius, UAE, U.K., and U.S.

## Scope of the Report

The report provides a comprehensive and objective analysis of Serco's retail banking sector CMS offerings, capabilities, and market and financial strength, 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 retail banking sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's retail banking sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for retail banking sector clients.



## Contents

1. Background

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2. Revenue Summary

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3. Key Offerings

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4. Delivery Capability and Partnerships

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5. Target Markets

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6. Strategy

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7. Strengths and Challenges
  - 7.1 Strengths

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  - 7.2 Challenges

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8. Outlook

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## Report Length

10 pages

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