



Aegis CMS in Retail and CPG Vendor Assessment

Report Abstract

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**By Vicki Jenkins
Customer Management Services (CMS)
Industry Sector Analyst
NelsonHall**

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research.nelson-hall.com





Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the retail and CPG 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

Aegis is a privately-held outsourcing and technology services company headquartered in Mumbai, India. Aegis was founded in 1992 in the U.S. and currently has operations in 40 locations across nine countries. It has ~40k employees and a 35k seat capacity supporting ~150 clients. The company is wholly owned by Essar, a \$35bn Indian multinational conglomerate.

In 2014, Essar sold Aegis' operations in the U.S., the Philippines, and Costa Rica to Teleperformance. Aegis has made over 18 acquisitions over the last seven years to enhance its customer management services (CMS) offerings; more details can be found in the report.

Aegis provides delivery to its CMS retail and CPG clients from India, the Philippines and the U.S.

Scope of the Report

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



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships

5. Target Markets

6. Strategy

7. Strengths and Challenges
 - 7.1 Strengths

 - 7.2 Challenges

8. Outlook

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Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com

Sales Contact

Guy Saunders

guy.saunders@nelson-hall.com