

Aegis CMS in Telecommunications

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

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications 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. It was founded in 1992 in the U.S., and since 2004 has been fully owned by Essar Group, a \$27bn Indian multinational conglomerate. Aegis currently has operations in 46 locations across nine countries. It has ~40k employees and a ~35k seat capacity, supporting ~150 clients.

In 2014, Essar sold Aegis' operations in the U.S., the Philippines, and Costa Rica to Teleperformance for \$610m. The transaction included ~19k employees, ~18k seats in 16 sites (nine in the U.S., six in the Philippines, and one in Costa Rica), representing ~\$400m in annual revenues.

Scope of the Report

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



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Report Length

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Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com

Sales Contact

Guy Saunders

guy.saunders@nelson-hall.com