

Aegis CMS in Retail Banking

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in retail banking industry sector profile on Aegis is a comprehensive assessment of Aegis' 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

Aegis is a privately held outsourcing and technology services company headquartered in Mumbai, India. Aegis was founded in 1992 in the U.S., and since 2008 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.

In 1997, Aegis began supporting retail banking organizations. Its first client was a French bank with an Indian presence; this client was supported from India.

Scope of the Report

The report provides a comprehensive and objective analysis of Aegis' retail banking 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 banking 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 CMS retail banking sector clients.



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