



CSS Corp Next Generation EUC Services

Vendor Assessment
Report Abstract

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By John Laherty
IT Services
Senior Research Analyst
NelsonHall

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research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Next Generation EUC Services vendor assessment for CSS Corp is a comprehensive assessment of CSS Corp's next generation EUC services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for EUC services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in EUC services sector.

Key Findings & Highlights

Founded in 1996, CSS Corp is a privately held organization headquartered in Chennai which provides a number of services including remote infrastructure management, technology support, and cloud enablement.

In June 2013, The Partners Group acquired a controlling stake in CSS Corp, for \$270m.

In May 2010, CSS Corp acquired Glow networks, a service provider for telecommunications organizations. Through this acquisition, it gained a dedicated telecommunication skillset including unified communications service design.gen

CSS Corp has ~140 clients, employs ~5.5k employees in 16 delivery locations, and supports 25 languages globally.

CSS Corp's delivery is provided from India, the U.S., the Philippines, Costa Rica, Singapore, China, Mauritius, Poland, and the U.K.

CSS Corp has a background (at the corporate level) in providing tech support services (L1-3, and L4 for the most complex technology issues) around technology products. It is seeking to transform traditional service desk models to business enablement through virtual agents, analytics, and digital technologies.

CSS Corp has ~2,000 FTEs within Cloud and Infrastructure Services (CIS); these are spread across multiple service lines. Of these employees, ~600 FTEs are dedicated to next generation EUCS including the 'new age' service desk.

Scope of the Report

The report provides a comprehensive and objective analysis of CSS Corp's next generation EUC service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.



Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capability and Partnerships
5.	Target Markets
6.	Strategy
7.	Strengths and Challenges
8.	Outlook

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Report Author

John Laherty

john.laherty@nelson-hall.com

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